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Volume 4, Number 14 *August 26-September 15, 1989*

UCSF Newsbreak

Managing to break away for a photo are Krevans prize winners: (Left to right) Robert Osorio, Tomas Aragon, John Devine, Evan Ashkin and Stephen Hall. Missing: Jorge Gutierrez, Sandra Beretta, Melanie Ito and VickiLee Edge.

Krevans Prize to Nine Residents

Nine UCSF resident physicians were awarded the 1988-89 Julius R. Krevans Prize for Clinical Excellence after completing first-year internships in primary care fields at SFGH. The prize is given for "excellence in patient care, as exemplified by clinical competence, professional conduct, concern for patients and interaction with all levels of staff including peers."

This year's winners are: Tomas J. Aragon, medicine; Jorge A. Gutierrez and Melanie S. Ito, pediatrics; Sandra L. Beretta and VickiLee Edge, ob/gyn; Evan A. Ashkin, family & community medicine; John G. Devine and Stephen E. Hall, psychiatry; and Robert W. Osorio, surgery.

- Aragon is a graduate of Riordan High School in San Francisco's Mission District. He volunteered in the SFGH Emergency Services while attending UC Berkeley, where he received a BS in molecular biology. Aragon earned a joint Master of Public Health degree and an MD from Harvard Medical School.
- Gutierrez, originally from Oakland, is a graduate of Emery High in Emeryville. He

(continued on page 2)

Prusiner Honored as Faculty Research Lecturer

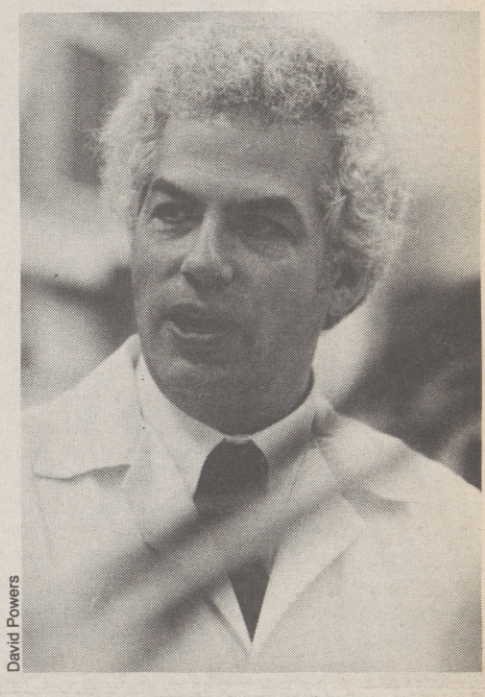
Neurologist Stanley B. Prusiner has been selected as the 33rd Faculty Research Lecturer. The annual lectureship, sponsored by the Academic Senate, is the highest honor the UCSF faculty bestows on one of its members.

Prusiner will deliver the public lecture during our Founders Day celebration in April 1990.

Prusiner and his colleagues over the past 15 years have made extraordinary contributions to the understanding of transmissible and other neurodegenerative diseases, especially the understanding of scrapie, a degenerative brain disease of sheep and goats, and its implications for human brain diseases like Creutzfeldt-Jakob Disease (CJD).

Prusiner discovered that scrapie is caused by an infectious agent unlike any known viruses or viroids, consisting primarily of protein. After purifying the infectious agent, he and his colleagues established that it contains little if any DNA, which is the genetic material in all living things. Because of the unusual nature of the agent, he dubbed it a prion, for *pro*teinaceous *in*fectious particle.

Subsequently, he found that the human brain disease CJD and two other rare neurodegenerative diseases are caused by prions, similar to those which cause scrapie. Several years ago, after sequencing the prion protein, he and his colleagues were able to track down the gene for the prion protein—in the chromosomes of the host, rather than in the prion itself. Though the story is not yet complete, his findings will force a re-evaluation of other neurologic diseases, including Alzheimer's.



David Powers

Prusiner, who has been on campus since 1968, directs the Senator Jacob Javits Center for Excellence in Neuroscience. He won the distinguished Cotzias Award of the American Academy of Neurology in 1987 for his work with prions.

The 125th Team Hits the Streets

Radiology's Jim Buescher (photo far left) joined 75 other UCSF runners (middle photo) and 7,000 other folks from nearly 400 corporations for last week's Hanover Corporate Run. Coming from all areas of the campus and Medical Center, our hearty racers flew along 3.4 miles of San Francisco city streets. The UCSF women's team—with General Clinical Research Center's Joan Colman, VAMC's Hilary Naylor and Financial Aid's Margie Spano—came in second, missing first place by only 30 seconds! (For more on Joan, see photo on the right.) At this writing it was not known exactly how the men's team did, but they definitely were in the top 10. The event served as the harbinger of 125th anniversary events to come. These runners were the first to wear our 125th T-shirts. See page 2 for more news on our how to volunteer for our 125th celebration and on "Save-a-Life-Saturday." Also see the next issue of Newsbreak *for a special 125th features section.*

This is world champion Joan Colman stretching before the Hanover Run. In the Women's Masters Division, Joan holds the world record for 5,000 meters (17:52) and the American record for 1,500 meters (4:48), both recently achieved in Eugene, Oregon, at the Eighth Annual World Veteran's Championships. She came in sixth overall (women) in the Hanover competition.

UCSF on TV . . . "Open Window" Series Begins September 4

New developments in patient care and research at our campus will be broadcast to 42 million homes on cable television's Discovery Channel during September. Called "An Open Window," the half-hour programs feature breakthroughs in science, medicine and the arts at all nine UC campuses.

The UCSF segments on surgical reconstruction in children (featuring Karin Vargervik of our Center for Craniofacial Anomalies) will be seen on Monday, September 4, at 1 p.m. and Wednesday, September 6, at 9 a.m.

The segments on coping with diabetes (featuring Peggy Wong of our Diabetes Center) will be seen on Monday, September 4, one-half hour later at 1:30 p.m. and on Wednesday September 6, at 9:30 a.m.

The segments on computer-designing drugs to fight AIDS (featuring George Kenyon of pharmaceutical chemistry), will be aired on Monday, September 11, at 1 p.m. and on Wednesday, September 13, at 9 a.m.

The segments on regaining bladder function with pacemakers (featuring urology's Emil Tanagho) will be aired on Monday, September 18, at 1 p.m. and on Wednesday, September 20, at 9 a.m.

In addition, because of our upcoming 125th anniversary celebration, all the major TV stations will be running special news and feature stories on UCSF in September and October, and beginning August 28, you will see reports on a "UCSF sports team."

Development & Training Features

This issue of *Newsbreak* contains a features pull-out section listing all of the upcoming courses offered by Development & Training. Of special note is a Management Skills Assessment Program open to all career employees who fall within the AAIII to MSO II levels.

Prem Leaves His Mark in Nursing

Anja Miller (far left) and co-worker Leilani Norman (right) watch as Prem shows off his computer skills.

One thing you can say for Prem Lall is that he is by no means a slouch. Soon to be a senior at Lowell High School, he is studying US Government, Physics, Spanish, English, Calculus and a host of other subjects. For many, the summer months might mean relaxation, but for Prem it has meant working in our School of Nursing under the Minority High School Student Research Apprenticeship Program.

Presently in its eighth year, this NIH-funded program provides "a meaningful work experience in various aspects of health-related research." According to Prem and all the folks around him, it has been meaningful all the way around.

Prem's immediate supervisor Anja Miller, senior administrative analyst, Office of Research, says he has been a tremendous asset to the School. He has been helping at least six faculty members and postdocs complete their research projects. With no previous knowledge of computers, Anja says he has become a real whiz, inputting statistical data and using desktop software. Not to mention scouring the library for important data.

While on campus, Prem also is volunteering on the 12th floor of Long Hospital a few hours each week, helping microvascular patients wherever he can.

This campus is not new to Prem. His mother is a School of Nursing graduate (MS) and his dad is a pharmacology graduate (PhD).

Learn CPR at Candlestick Park on Sept. 23

Thousands of people are expected to learn lifesaving skills and cardiopulmonary resuscitation at Candlestick Park Saturday morning, September 23, before the San Francisco Giants play the Houston Astros.

Trained CPR instructors and health professionals will staff 150 stations on the Candlestick field to provide hands-on instruction in CPR.

Called "Save-a-Life Saturday," the second annual mass CPR course is sponsored by UCSF—as a gift from the campus to the city as part of our 125th anniversary celebration—and the San Francisco Giants. The event is the brainchild of staff in our Center for Prehospital Research and Training. The aim is to teach emergency awareness and the basics of CPR to as many people as possible in one day and continue a Bay Area-wide campaign to urge all to learn CPR.

Three sessions will be held: 8:30, 9:30 and 10:30 a.m. Participants, however, are urged to arrive by 8:30 to ensure a turn to learn CPR. Enter at Parking Lot C, between Gates E and F. The sessions are free. Stadium parking is $4.

"About 75 percent of all cardiac arrests occur at home, with a relative or friend standing nearby," says Ellen Weber, an Emergency Services physician and UCSF operations director of the event. "Unfortunately, most of these bystanders don't know what to do and most of these victims die."

On "Save-a-Life Saturday," participants, in addition to hands-on training, will receive a manual on emergency awareness and CPR, a continental breakfast, and a certificate good for two tickets to a Giants game next season. A health fair, featuring booths in the Candlestick parking lot, also will be held.

Other co-sponsors of the event include the American Red Cross of the Bay Area, the SF Examiner, Gumas Communications, KTVU and KNBR, which will broadcast the event live.

For further information on "Save-a-Life Saturday," call 1-800-GIVE CPR.

Volunteer CPR instructors for the event still are needed. Each will receive free tickets for the game following the CPR sessions. CPR participants will not receive free tickets. For further information on how to volunteer call x68502. EMPACT! is selling tickets for the Giants-Astros game. For further information call x66932.

Volunteer Now for the 125th and Win a Trip to Hawaii

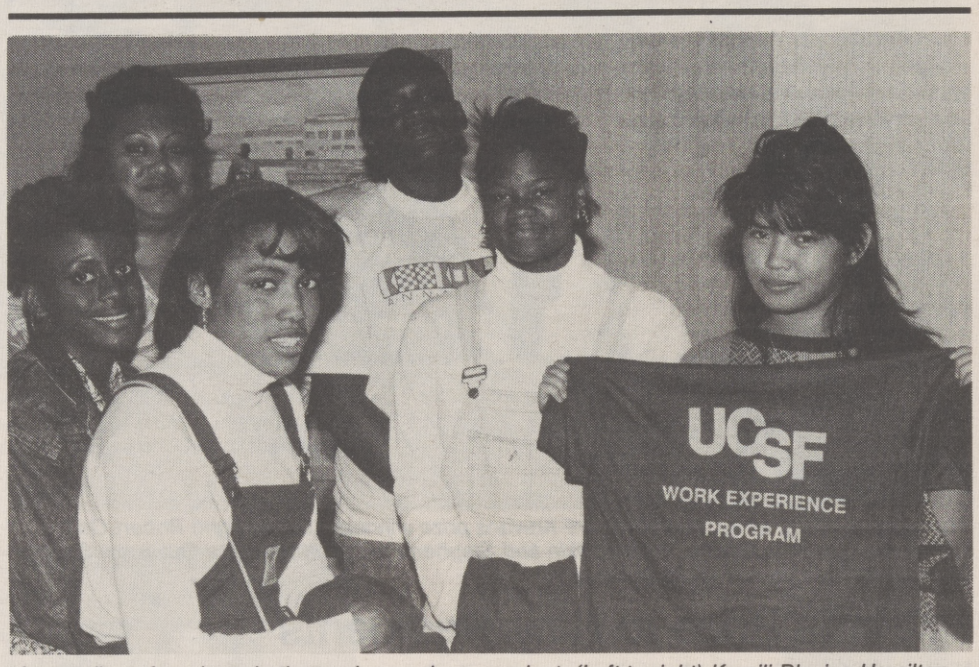
We expect anywhere from 5,000 to 7,000 visitors to be on campus to take part in our extravagant 125th birthday bash on Saturday, October 14.

How will all these folks find their way around? Who will help cut the giant birthday cake from Just Desserts? Who will help with the main stage, the museum exhibits, the research tours? As you can see, there is plenty to do, and the campus needs plenty of volunteers to help make this one of the most successful events UCSF and this city have ever seen.

Why don't you volunteer? Why don't you volunteer *NOW*? Why don't you volunteer before Tuesday, September 5, and be eligible for a free roundtrip ticket for two to Hawaii?

By now, each campus employee should have received a letter and volunteer sign-up sheets from Chancellor Krevans. If you need extra or would like to learn more about how to win the Hawaii tickets, call Leona Hansen-Nealy at x61196. For further information on the event itself call Judy Auda at x63954. The winner of the Hawaii trip (donated by Campus Travel) will be drawn on October 14.

Many more detailed stories on our terrific birthday party will follow in *Newsbreak*, including a special 125th features section in the next issue.



A sampling of students in the work experience project: (Left to right) Kamili Blevins Hamilton, Oliana Levu, Tonia Valmore, Chris Busby, Carla Horrison, Yvette Suarez.

Welcome to the World of Work!

The general feeling from a recent reception welcoming 13 high school/college students to campus was: "Now that you're here . . . Go for it!"

The 13 are part of a new Affirmative Action program called the Targeted Temporary Work Project. "It takes students who have no work experience," explains coordinator Paul Porter, "and introduces them to the world of work and helps them develop habits and skills necessary to succeed."

All participating campus supervisors were at the reception, and all very enthusiastic. "Just look around you," exclaimed Joe Mattox, director of the Faculty, Student & Staff Assistance Program, as he addressed the students, "there is a lot of support here." Mattox added that the participants might, "learn from the older people. Learn where you've been in order to know where you're going."

Assistant Vice Chancellor Mike Adams told the group, "We at the University would like to see you around here when you're old and successful."

Those to become old and successful include: Kamili Blevins Hamilton, UC-Davis (working in Campus Housing under Cecilia Troutman-Coleman); Chris Busby, Riordan High (Millberry Bookstore with Amelia Fields); Carla Horrison, Galileo High (LPPI with Susan Stevens); Edwin Martinez, Washington High (LPPI with Ben Brower); Halimah Mekki, UC-Davis (Dean's Office School of Medicine with Lily Chan); Yvette Suarez, Evington High, Fremont (Campus Police with Nicole Childs); Sherine Ta, Galileo (University Advancement & Planning with Kathleen Healey); Tonia Valmore, Phillip & Sala Burton Academic High (Pathology at SFGH with Donna Borland); Larry Wallace, GED (General Education Diploma) recipient (LPPI with Ben Brower); Linda Wallace, Lincoln High (Dermatology with Debbie Carlson).

Our Affirmative Action Office also contacted local community organizations to see if they would like to fund a few of their students to be part of the project. And that's how three extra students were added, all from the National Office of Samoan Affairs. They are: Oliana Levu (General Medicine IV with Cynthia Cutter); Matile Funaki (Medical Center Staff Affairs with Phyllis Hill); and Vainuu Omeli (Accounting with Ron Koss).

All of the students will be working on campus through the end of August.

Goodbye Tans, Hello Blues

Beginning September 5, you'll be seeing flashes of dark blue across our campus instead of flashes of tan because our police officers are changing the color of their uniforms. "This is part of a Systemwide uniform change," explains Chris Yee of our police department. Above, Corporal John Skaggs (left) holds up to Corporal Ray Salvador the new arm patch. The patch, which clearly states "POLICE," and which Skaggs helped design, will be on the arm of each uniform for all nine UC campuses.

Reisig Retires

Chief of Police Robert Reisig has resigned from his post as of August 21 in order to take advantage of new opportunities and a new career direction.

An officer in the UC system for the past 17 years, Reisig was UCSF acting chief from 1986 to 1987 while on loan from UC Irvine. Before coming to campus, Reisig won the first annual Police Officer of the Year Award by unanimous vote of the SF Chapter of the University Police Officers' Association.

"Chief Reisig's efforts over the past three years have clearly made the UCSF Police Department a better organization," said Senior Vice Chancellor Herbert Suelzle.

Our Excellent Physical Plant Folks

UCSF's Physical Plant Department has won the 1989 Regional Award for Excellence in Facilities Management, Small Campus category, from the Association of Physical Plant Administrators of Universities and Colleges, Pacific Coast Region.

The award was accepted on behalf of the department's 300-plus "excellent" employees by outgoing Physical Plant director Robert S. Hascall, who has since moved to USC to become an associate vice president.

Remi Barron, acting manager for engineering services, is serving as interim director while a new director is being sought. Barron started at UCSF in 1974 at the Area Health Education Center in Fresno where he did community outreach in continuing medical education for rural doctors. In 1985 he moved to SFGH where he organized the UCSF facilities management office. He joined Physical Plant as a senior superintendent in January of this year and became manager of engineering services in April.

Krevans Prize *(continued)*

received his BS in genetics at UC Berkeley and his MD from Harvard. While at UC Berkeley, he was an emergency services volunteer at Children's Hospital in Oakland.

- Ito hails from Honolulu where she graduated from Roosevelt High School. She received her BS in psychology from Colorado College in Colorado Springs and worked as a genetics counselor. She received her MD from the University of Washington at Tacoma.
- Beretta is from Fremont, where she graduated from Washington High School. She received her BS in biochemistry from UC Davis and her MD from USC, where she did preterm labor research.
- Edge was raised in Fullerton and graduated from Valencia High School in Placentia. She received her BA in linguistics from UC Berkeley and worked as a laboratory technician before receiving her MD from the University of Connecticut at Farmington.
- Formerly from Chicago, Ashkin graduated from Putney High School in Putney, Vermont, received his BS in biology from UC Santa Cruz and his MD from Tufts in Medford, Mass.
- Devine is a graduate of Portland High School, Maine. He received his BS in biology from Brandeis and worked in a research laboratory at Massachusetts General Hospital before entering the University of Vermont where he received his MD.
- Hall hails from Great Neck, Long Island, where he graduated from Great Neck South High. He received his BA in history from Williams College, Mass., and his MD from Cornell. His background also includes work as a laboratory technician at Columbia and wildlife research in East Africa. He participated in a mental health research project in Israel for Columbia and the Hadassah Medical Center.
- Osorio was born in Colombia, South America. He was raised in San Diego where he graduated from Augustine High School. He received both his BS and MS in biomedical engineering from UC San Diego and his MD from UCSF.

UCSF *Newsbreak*

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Deadline for the next issue, which will cover September 16-29, will be on Tuesday, September 5, at 11 a.m. Please send campus news copy to Allen Balderson, Medical Center news to Dawn Finch, and calendar and gazette items to Donald Hickerson, all at Box 0462. Last-minute copy can be taken over the telephone by calling x61541 or x62557.

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Photography: Allen J. Balderson, Dawn Finch

Michela Reichman, Assistant Chancellor—Communications

Honors & Awards

Jodi M. Nunnari, postdoctoral fellow, biochemistry/biophysics: Winner of one of the first Lawton Chiles Fellowships in Biotechnology, awarded by National Institute of General Medical Sciences, NIH. She will receive $65,000 over three years to study "The Molecular Mechanism of Protein Translocation" in the laboratory of biochemistry & biophysics professor Peter Walter.

Robert M. Stroud, professor, biochemistry/biophysics & pharmaceutical chemistry: Winner of a Biotechnology Research and Training Award from UC's Systemwide Biotechnology Program. The award consists of $188,000 over two years to continue his work on "The Rational Design & Delivery of New Drugs & New Proteins."

Lawrence E. Crooks, professor, radiology; **Alexander R. Margulis,** professor, radiology; University Dean & associate chancellor for special projects: Winners of the International Taylor Prize of Canada's John P. Robarts Research Institute. They will share a gold medal and prize money of $10,000 Canadian.

Timothy Crombleholme, fourth-year resident, surgery: Winner of the Young Investigator Travel Award for 1989-90 from the American Society for Clinical Oncology for his investigation "Anal Carcinoma: Changes in Incidence, Natural History and Treatment."

Jim Wood, manager, transportation services: Winner of the 1989 US Naval Reserves Sailor of the Year Award from the Commander in Chief, US Naval Forces, Europe.

Eric Owyang, clinical professor, pharmacy: Awarded honorary membership in the California Society of Hospital Pharmacists.

David J. Sanchez, Jr., assistant vice chancellor, academic affairs; associate professor, family & community medicine: Appointed to the National Advisory Committee on Faculty Development Review of the US Department of Health and Human Services. He also has been appointed chair of UC's Nine Campus Committee on Education Abroad Programs.

Paul L. Lowinger, clinical professor, psychiatry: Appointed North American corresponding editor for *Medicine & War*, the journal of the Medical Association for the Prevention of War, published in London. He also has been appointed to the editorial board of the American Journal of Orthopsychiatry.

James W. Crawford, coordinator, Campus Tours/Speakers Bureau & campus blood drives: Recipient of the Award of Excellence from the Irwin Memorial Blood Centers for the third consecutive year.

Dorothee Perloff, clinical professor, medicine; chief, hypertension & renal clinics: Winner of the 1989 John J. Sampson Exemplary Volunteer Award of the American Heart Association, SF Chapter, the highest award the chapter confers on volunteers.

Publications

Charles J. Epstein, professor, pediatrics & biochemistry/biophysics: Co-editor, *Molecular & Cytogenetic Studies of Non-Disjunction: Proceedings of the Fifth Annual National Down Syndrome Society Symposium* (Alan R. Liss, NY, 1989).

In Memoriam

Jesse L. Carr. A pioneer educator in the field of pathology and an internationally known forensic pathologist, Carr came to UCSF as a pathology instructor in 1930, when there were only four faculty members in the department. He was appointed assistant professor in 1935. As sole pathology faculty on staff at SFGH for many years, he had a profound influence on thousands of junior medical students and pathology residents through his lively and stimulating teaching and wise counsel. He was chief of pathology at SFGH from 1932 to 1967, chief pathologist of the SF Coroner's Office from 1933 to 1967 and on the staff of SF Chinese Hospital for some 25 years. He served as clinical professor of pathology and legal medicine from 1951 until his retirement to emeritus status in 1969. Carr was a founding member of the College of American Pathologists and a past president of the California Society of Pathologists. He was a prime mover in the construction of the pathology facility at SFGH and a generous benefactor of the auditorium there which bears his name.

Daniel Adelson. Professor emeritus of psychology in the School of Nursing, he came to UCSF in 1960 as lecturer in psychology and became full professor in 1967. He taught courses and conducted workshops on group dynamics and other topics in social psychology, and was director of the Community Mental Health Training Program from 1966-72. Adelson retired to emeritus status in 1983.

William A. Beard. An expert in cardiac catheterization, he was the only technician in the catheterization laboratories with the ability to perform pediatric, adult and electrophysiological catheterization. He came to UCSF in 1983 as a technician in the pediatric catheterization laboratory, where he assisted in heart catheterization of many children with congenital heart problems. Beard returned to school in 1988 to become a nurse anesthetist while continuing to work part-time.

Tim Dayonot Becomes a Harvard First

Public Service Programs Director Barbara Atkinson embarasses Tim Dayonot, community and goverment relations analyst, at his going away party in July, by reading a resolution commending him for "performing great acts of magic in the community." Dayonot is the first Filipino-American to be accepted into the Masters of Public Information program at the prestigious John F. Kennedy School of Government at Harvard. However, Tim is being brought back to SF this fall, courtesy of the Mission Community Koban Committee, for the opening of the koban police kiosk at 16th and Mission St. You may recall from a March issue of Newsbreak *that Tim and SF Supervisor Jim Gonzalez spearheaded the effort to fund this "cop-on-the-beat" presence for the neighborhood which encompasses UCSF's offices at CED on 15th and Folsom, and Physical Plant on 21st and Harrison.*

Virginia Ernster: Second Woman Chair in School of Medicine History

Virginia Ernster, professor, epidemiology, has been appointed chair of the Department of Epidemiology and Biostatistics in the School of Medicine, making her the second woman ever in the School of Medicine's history to head a department. Dorothy Bainton was appointed chair of pathology in 1987.

With a PhD in sociomedical sciences and a master's in epidemiology, both from Columbia, Ernster has been a UCSF faculty member in the department since 1978, becoming vice chair last year. She also has served, since 1986, as an adjunct professor for dental public health and hygiene in the School of Dentistry.

Ernster's research has included the causes of benign and malignant breast disease, patterns of cancer in the US, health effects of tobacco use and related public policy and tobacco advertising. She now is the principal investigator of a NIH-funded program to determine the health effects of smokeless tobacco on professional baseball teams, including the San Francisco Giants.

A fellow of the American College of Epidemiology and elected member of the American Epidemiological Society, Ernster serves on the executive board of the American Society for Preventive Oncology. She is a member of the Board of Scientific Counselors of the National Cancer Institute's Division of Cancer Prevention and Control, has been an editor of the *American Journal of Epidemiology* and serves on the editorial boards of the *Western Journal of Medicine* and the *Journal of the National Cancer Institute*.

Ernster also is a respected educator, winning the Distinguished Teaching Award from the Academic Senate in 1981 and the Award for Excellence in Teaching from the medical school graduates in 1984.

Ernster's appointment comes at the same time as a name change for the department. It had been known as the Department of Epidemiology and International Health.

Promotions

Promotions are made available to this publication after they are processed by the Personnel Department.

Anthony Bailey, laboratory assistant I, microbiology & immunology.

Julie Bower, staff research associate I, LPPI.

Richard Bridge, hospital laboratory technician III, restorative dentistry.

Elena Chan, billing assistant II, accounts receivable.

Stephen Coulson, staff research associate I, Hormone Research Institute.

Luba Evanikoff, laboratory assistant II, physiology.

Virginia Fontaine, principal radiologic technologist supervisor, radiology.

Debra Greenblat, management services officer II, clinical study center.

Monica Hearne, hospital materiel services assistant II, materiel services.

Catharine Irwin, administrative assistant II, Laurel Heights management office.

Jacqueline Jew, assistant director marketing, planning & marketing.

Matthew Kiely, senior radiologic technologist, radiology.

Marie Lilly, administrative nurse I supervisor, radiology.

Edmon Obiniana, custodial supervisor, physical plant.

Dorothy O'Connell, clinical nurse IV, cardiothoracic surgery.

Gina Palmo, clinical nurse III, hospital admitting.

Joel Payne, principal clerk, nursing.

David Perez, senior food service worker, nutrition & dietetics.

Ruthie Rand, principal clerk, ACC.

Rebecca Rojas, custodial supervisor, physical plant.

Mary Schindel, personnel assistant II, personnel.

Lula Scott, hospital materiel services assistant II, materiel services.

Michelle So, supervising clinical laboratory technologist, clinical labs.

Robert Stephens, administrative analyst, laboratory medicine.

Michael Tasch, staff research associate II, CRI.

Elizabeth Velarde, financial systems administrator, accounting.

Richard Wagner, committee assistant II, Office of Research Affairs.

Flora Woo, staff research associate I, medicine.

Service Awards

Service awards are issued on staff members' tenth anniversary of employment (or longer, in increments of five years). Names are provided by Personnel as awards are processed. Campus and Medical Center departments should send criteria to Personnel as employees become eligible for service awards.

Carmelita Aguirre, 15 years, ob/gyn.

Carroll L. Allen, 15 years, CVRI.

Syd Aquino, 10 years, clinical labs.

Kathleen Avery, 10 years, nursing service.

Peggy S. Bagala, 10 years, Office of the Senior Vice Chancellor, Academic Personnel.

Stella Be, 15 years, immunology.

Leslie H. Bible, 20 years, cardiology.

Roger A. Black, 10 years, Institute for Health Policy Studies.

Mary A. Bonds, 10 years, ob/gyn.

Carol A. Bryant, 10 years, nursing service.

Miriam Bryant, 20 years, pulmonary medicine.

Anita Burton, 10 years, labor relations.

Barry Byford, 10 years, clinical labs, SFGH.

Philip G. Canevari, 10 years, materiel management.

Marilyn R. Clark, 25 years, Computer Center.

Helaine Contorines, 10 years, LPPI.

Jane Y. Dare, 10 years, clinical labs, SFGH.

Dorothy M. Davis, 25 years, Dean's Office, School of Pharmacy.

Carmen del Rosario, 15 years, nursing service.

Lynn A. Dennie, 10 years, nutrition & dietetics.

Judy B. Derstine, 15 years, pediatrics.

Elizabeth de Wit, 25 years, nursing service.

Richard W. Dietrich, 10 years, pharmacy.

Teresita Dominguez, 15 years, clinical labs, SFGH.

Kayoko K. Donovan, 10 years, OR.

William D. Dyblie, 10 years, neurosurgery.

Violeta S. Estrada, 10 years, clinical labs, SFGH.

Marian C. Flynn, 10 years, nursing service.

Myron L. Fong, 10 years, anesthesia.

Betty N. Franklin, 15 years, LPPI.

Anthony J. Gill, 10 years, pediatrics.

John Gonzales, Jr., 10 years, CVRI.

Michael W. Gray, 10 years, campus police.

Today/Tomorrow

26 Saturday

SURGERY MORBIDITY & MORTALITY CONFERENCE. Toland Hall. 8-10 a.m.

SPECTROMETRY SYMPOSIUM AUG 27-31

Second International Symposium on Mass Spectrometry. Speakers include *Science* editor Daniel E. Koshland, Lawrence Berkeley Lab director Charles R. Cantor and NIH cancer researcher Victor Ginsburg. St. Francis Hotel. Call Marilyn Schwartz, x62582.*

28 Monday

BREAST CANCER SCREENING SCHEDULE

Women can have low-cost mammograms—x-rays to screen for breast cancer—from a mobile van that travels to convenient locations in the Bay Area.

Women need the approval of their physicians to have the mammogram. The procedure takes approximately 20 minutes and costs only $50. To make an appointment call 990-0459 or x62193 between 9 a.m. and 3:30 p.m.

The van will be at the following locations for the next three weeks:

- Aug. 28-29: Mission/Excelsior district, near the Safeway in 4900 block of Mission St. between Italy & France.
- Aug. 30-31: Diamond Heights Blvd. near the Safeway.
- Sept. 5-8: Sunset district on Irving St. between 25th & 26th Aves. (Sept. 4 is a holiday.)
- Sept. 11-15: UCSF Laurel Heights, in the parking lot at 3333 California St.

OTOLARYNGOLOGY/HEAD & NECK SURGERY CONFERENCE: *Salivary Gland Tumors.* Roger Boles, Oto. *Pathology & Fine Needle Aspiration Diagnosis of Salivary Gland Tumors.* Allen Dekelboum, Oto. S 214. 8-10 a.m.

OVEREATERS ANONYMOUS MEETINGS: *The "H.O.W." Concept.* Presentation & discussion. N 417. Call Lia, x62542. Regular OA meeting. N 717. Noon.*

ANESTHESIA MORBIDITY & MORTALITY CONFERENCE. S 455. 3:30-5:30 p.m.

LABORATORY MEDICINE GRAND ROUNDS: *Autologous Blood Transfusion.* Pearl Toy, Lab. Med. L 535. 4-4:50 p.m.

29 Tuesday

COMBINED MODALITY BREAST CANCER CONFERENCE. Surg. Clin. Conf. Rm., 6th fl. A. 8 a.m.

ORAL & MAXILLOFACIAL SURGERY GRAND ROUNDS: Resident's Forum. C 701. 8 a.m.

SFGH PEDIATRIC GRAND ROUNDS: *New Concepts in Diabetes.* Norman Kretchmer, Koret Ctr. for Human Nutrition, SFGH. Carr Aud., SFGH. 8-9:30 a.m.

TRANSFUSION RESEARCH PROGRAM FORUM: *Characterization of Unique & Immunologically Dominant Epitopes of HTLV-1.* Steven Foung, Stanford Blood Bank. L 535. 8:30 a.m.

SFGH MEDICINE GRAND ROUNDS. Carr Aud., SFGH. 11:30 a.m.

NEUROLOGY GRAND ROUNDS: *Panic Disorder.* Richard A. Lannon, Psychr. S 214. 5 p.m.

UCSF CHORUS AUDITIONS AUG 29, SEPT 5

UCSF Community Chorus auditions for the fall season. Tues., Aug. 29, 6-8 p.m. at 243 Vicente St. and Tues., Sept. 5, 5:30-6:30 p.m. in Cole Hall. For details call director Adrian Horn, 566-8096.*

30 Wednesday

PLASTIC SURGERY GRAND ROUNDS: *Problem Cases.* James Anthony, Suzanne Kerley, Joseph Kiener, Thomas Huntsman, all Plast. Surg. Confr. Rm. RK Davies. 7-8 a.m.

SFGH ORTHOPEDIC SURGERY STAFF CONFERENCE. Rm. 5K8, SFGH. 7:30-9 a.m.

MULTIDISCIPLINARY TUMOR BOARD: M 1296. 7:30 a.m. Call coordinator Michele Hinojosa, x61662.

DERMATOLOGY CONFERENCE: *All That Stretches Isn't Elastic.* John Burket, Derm., U Oregon. HSW 301. 8-9 a.m.

BROWN BAG LECTURE SERIES: *The Smokeless Tobacco Epidemic: The Unsafe Alternative to Smoking.* Sol Silverman, Stomat. HSW 300. Noon-1 p.m. Call x64394.*

PARNASSUS AL-ANON MEETING: For friends & families of alcoholics. C 517. Noon-1 p.m.*

HEAD & NECK TUMOR CONFERENCE. A 723. 1-3 p.m.

CHILD NEUROLOGY CONFERENCE. M 666. 4:30 p.m.

SFGH GI-MEDICINE/SURGERY PATIENT CARE CONFERENCE. Rm. 4H2, SFGH. 4:30 p.m.

LENNON & OTSUKA AUG 30-SEPT 2

East Meets West Meets East. Benefit art show & cocktail reception featuring signed drawings, lithographs & sculpture by John Lennon; Hisashi Otsuka painting in person; Koto music by Shirley Miramoto Wong; Lennon & Ono's video *Imagine*; "creative attire." $15 general, $35 includes signed Otsuka poster. Held at the Fine Art Center, 1500 Howard St. 5-11 p.m. Call EMPACT! at x66932 or get tickets in Med Sci lobby, Mon., Wed. or Fri., 11 a.m.-1 p.m.*

PATHOLOGY GRAND ROUNDS: *Breast Pathology.* Werner Rosenau, Path. & CRI. HSW 508. 5:30-6:30 p.m.

31 Thursday

MEDICINE GRAND ROUNDS: *When Is Vasculitis Not Vasculitis?* Kenneth E. Sack, Med. & Rheumatol. Toland Hall. 8-9 a.m.

SFGH NEUROLOGY-NEUROSURGERY CONFERENCE. Rm. 4H2, SFGH. 8-9 a.m.

PEDIATRICS GRAND ROUNDS: *Prospects for Liver Directed Gene Therapy.* Joel Lavine, Ped. S 664. 8:30-9:30 a.m.

SFGH TRAUMA CENTER CONFERENCE. Rm. 4H2, SFGH. 9-10 a.m.

PRIMARY CARE LECTURE SERIES: *Urinary Incontinence.* Edmund Lonergan, Med. *Medicare/MediCal—National Health Insurance.* Joseph Barbaccia, Med. A 455. 10 a.m.-noon.

PEDIATRIC TUMOR BOARD. L 34. 11 a.m.-12:15 p.m.

NEURO-ONCOLOGY TUMOR BOARD. L 34. 12:30-1:30 p.m.

CRI-HEMATOLOGY/ONCOLOGY GRAND ROUNDS: *The Structure & Regulation of the Interferon-Gamma Promoter: A Novel Pathway for Immunologic Activation.* Tristam Parslow, Path. & Microbio-Immuno. M 1296. 3 p.m.

MEDICINE/SURGERY ADULT CARDIAC CATHETERIZATION CONFERENCE. L 1361. 4-6 p.m.

ORTHOPEDIC SURGERY STAFF CONFERENCE. A 630. 4-5 p.m.

NEUROSURGERY GRAND ROUNDS. HSW 303. 4-5:30 p.m.

PRIMARY CARE GRAND ROUNDS: *Prevention of Diabetic Complications.* Terri Mendelson, Med. A 455. 4:30 p.m.

NEURORADIOLOGY/NEUROSURGERY GRAND ROUNDS. HSW 303. 4:30-6 p.m.

ALCOHOLICS ANONYMOUS MEETING: All are invited. LPPI A222. 6 p.m.*

1 Friday

ART FOR SEPTEMBER

Chiaroscuro: Light & Dark, Clear & Obscure. "Evening Aspen" and other new paintings by Jean Mooney. Through Dec. 2. Faculty/Alumni House, 745 Parnassus. 9 a.m.-5 p.m. Reception for the artist, Thurs., Sept. 14, 4:30-7 p.m. Call x64723.*

UCSF Hospitals Auxiliary Art Exhibit. A portion of all proceeds benefits patients at the Medical Center. Purchase or reserve work at the Auxilliary Office, M 182, or call x64906. On display in the lobbies of Moffitt Long Hospitals for the month of September:

- Rima Missakian's water colors & oils.
- Tim Turner's black & white pencil & charcoal drawings.
- Bob Amacker's shadow-gram photos.
- Richard Roginski's color photos.
- Michelle Clair's framed acrylics & silk screens.

SFGH MAXILLOFACIAL TRAUMA CONFERENCE. Rm. 4H4, SFGH. 7-7:30 a.m.

ALCOHOLICS ANONYMOUS MEETING: All are invited. HSE 336. Noon-1 p.m.*

5 Tuesday

COMBINED MODALITY BREAST CANCER CONFERENCE. Surg. Clin. Conf. Rm., 6th fl. A. 8 a.m.

ORAL & MAXILLOFACIAL SURGERY ORTHOGNATHIC CONFERENCE: *Psychological Evaluation of Orthognathic Surgery Patients.* Patricia Scott, Oral & Max. Surg. C 701. 8 a.m.

SFGH PEDIATRIC GRAND ROUNDS. Carr Aud., SFGH. 8-9:30 a.m.

TRANSFUSION RESEARCH FORUM: *Review of Recent Hepatitis C Publications by Houghton, et al.* Philip Lane, Lab. Med. L 535. 8:30 a.m.

NEW EMPLOYEE ORIENTATION: *UCSF Policy, Procedures & Benefits.* Presented every other Tues. All new employees urged to attend. S 214. 8:30 a.m.-noon. To register call Lenard Florendo, x61073. Medical Center employees call Gemma Reiser, x64838.

SFGH MEDICINE GRAND ROUNDS. Carr Aud., SFGH. 11:30 a.m.

VOLUNTEER ORIENTATION: To acquaint new & potential volunteers with opportunities available in the Medical Center at UCSF. L 191. 1-3 p.m. Call x61196.*

NEUROLOGY RESEARCH SEMINAR: *Astrocyte Metabolism & Neuronal Resistance to Ischemia.* Ray Swanson, Neuro. S 664. 5 p.m.

6 Wednesday

PLASTIC SURGERY GRAND ROUNDS: *Problem Cases.* James Anthony, Suzanne Kerley, Joseph Kiener, Thomas Hunstman, all Plast. Surg. Confr. Rm. RK Davies. 7-8 a.m.

SFGH ORTHOPEDIC SURGERY STAFF CONFERENCE. Rm. 5K8, SFGH. 7:30-9 a.m.

MULTIDISCIPLINARY TUMOR BOARD: M 1296. 7:30 a.m. Call coordinator Michele Hinojosa, x61662.

ENDOCRINE GRAND ROUNDS: *Regulation of Erythropoietin Secretion.* Floyd C. Rector, Med., Physio. & CVRI. M 1486. 8:30-10 a.m.

NUCLEAR MEDICINE SEMINAR. L 340. 9 a.m.

BROWN BAG LECTURE SERIES: *Heart Transplant: Who Needs One?* Donald J. Magilligan, Surg. HSW 300. Noon-1 p.m. Call x64394.*

PARNASSUS AL-ANON MEETING: For friends & families of alcoholics. C 517. Noon-1 p.m.*

PSYCHIATRY GRAND ROUNDS: *Biological Psychiatry: Promise & Limits.* Jack Barchas, Psychr., Nancy Pritzker Lab., Stanford. LPPI Aud. 1-2 p.m.

HEAD & NECK TUMOR CONFERENCE. A 723. 1-3 p.m.

VASCULAR SURGERY GRAND ROUNDS. 7 Long Solarium. 4-5:30 p.m.

CHILD NEUROLOGY CONFERENCE. M 666. 4:30 p.m.

SFGH GI-MEDICINE/SURGERY PATIENT CARE CONFERENCE. Rm. 4H2, SFGH. 4:30 p.m.

PATHOLOGY GRAND ROUNDS: *Breast Pathology.* Werner Rosenau, Path. & CRI. HSW 508. 5:30-6:30 p.m.

7 Thursday

MEDICINE GRAND ROUNDS: *Update on Cardiopulmonary Arrest.* Michael L. Callaham, Med. Toland Hall. 8 a.m.

SFGH NEUROLOGY-NEUROSURGERY CONFERENCE. Rm. 4H2, SFGH. 8-9 a.m.

PEDIATRICS GRAND ROUNDS: *Update on ARDS.* Mark Pian, Ped. S 664. 8:30-9:30 a.m.

SFGH TRAUMA CENTER CONFERENCE. Rm. 4H2, SFGH. 9-10 a.m.

OCCUPATIONAL & ENVIRONMENTAL MEDICINE GRAND ROUNDS: *Drug Abuse in Industry.* David Smith, Occup. Hlt. & Haight-Ashbury Clin. M 989. 9-10 a.m.

PRIMARY CARE LECTURE SERIES: *Drug Treatment & Prescribing.* Ron Finley, Pharm. *HIV Antibody Testing.* Bernard Lo, Med. A 455. 10 a.m.-noon.

PEDIATRIC TUMOR BOARD. L 34. 11 a.m.-12:15 p.m.

WOMEN WHO RESIST

Gail Groves discusses successful self-defense strategies for women from the book *Her Wits About Her* that she co-authored with Denise Caignon. Sponsored by UCSF Women's Resource Center. Toland Hall. Noon-1 p.m.*

SCIENCE WRITING CLINIC: Drop-in help with writing problems & publishing questions. Sponsored by Biomedical Editors' Group. N 417. Noon-1 p.m. For more information call Evangaline Leash, x61503.

NEURO-ONCOLOGY TUMOR BOARD. L 34. 12:30-1:30 p.m.

CLINICAL ONCOLOGY CONFERENCE. M 1296. 2 p.m.

CRI HEMATOLOGY/ONCOLOGY GRAND ROUNDS: Peter Curtin, Med. M 1296. 3 p.m.

SPECIAL NURSING LECTURE: *Comfort: The Perspective of Hispanic Cancer Patients.* Fulbright scholar Eloita Neves Arruda, U Santa Catarina, Florianopolis, Brazil, presents results of her work in UCSF's Dept. Mental Health, Community & Admin. Nursing. N 517. 3-4 p.m.

MEDICINE/SURGERY ADULT CARDIAC CATHETERIZATION CONFERENCE. L 1361. 4-6 p.m.

ORTHOPEDIC SURGERY STAFF CONFERENCE. A 630. 4-5 p.m.

NEUROSURGERY GRAND ROUNDS. HSW 303. 4-5:30 p.m.

PRIMARY CARE GRAND ROUNDS: *Preventive Skin Care & Common Lesions.* Richard Odom, Derm. A 455. 4:30 p.m.

RADIATION ONCOLOGY GRAND ROUNDS: *Clinical Trials of Altered Fractionation.* Karen K. Fu, Rad. Onc. L 34. 5 p.m.

ALCOHOLICS ANONYMOUS MEETING: All are invited. LPPI A 222. 6 p.m.*

8 Friday

SFGH MAXILLOFACIAL TRAUMA CONFERENCE. Rm. 4H4, SFGH. 7-7:30 a.m.

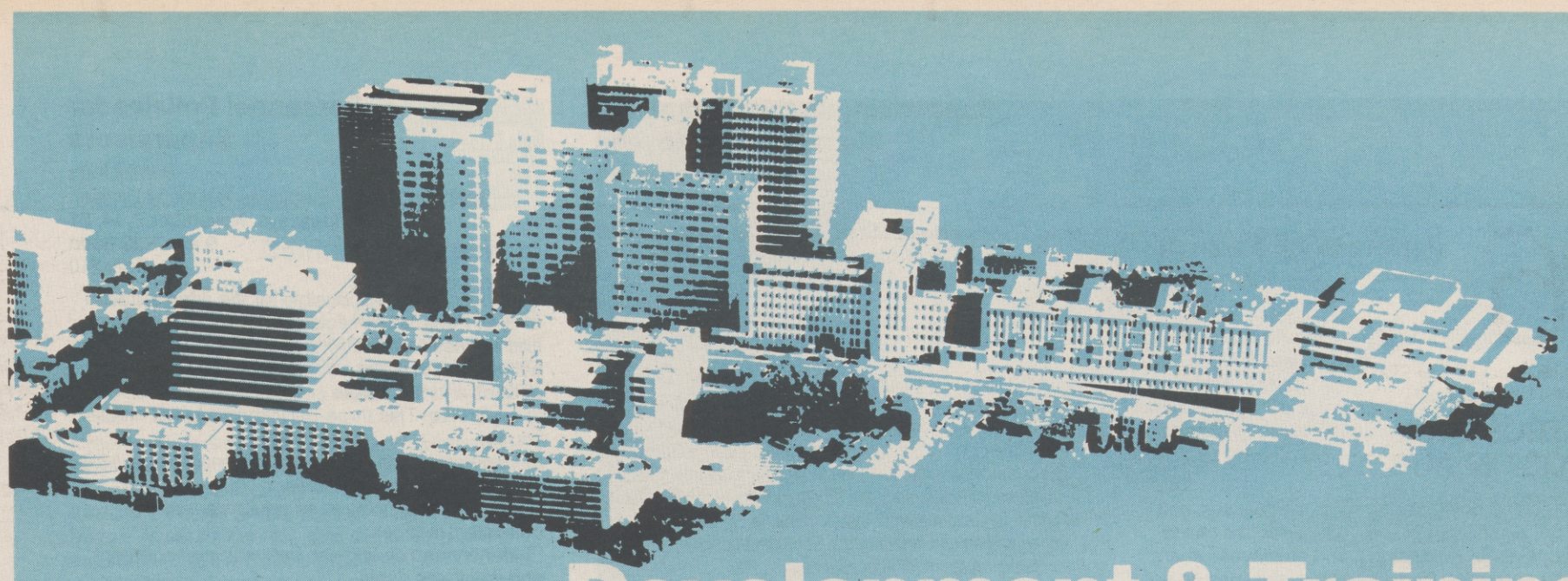
SFGH NUCLEAR MEDICINE/RADIOLOGY CONFERENCE. Rm. 1X58, SFGH. 7:45-9 a.m.

RADIATION ONCOLOGY RESEARCH LABORATORY SEMINAR: *The Mammalian Stress Response: Cell Physiology & Biochemistry of Stress Proteins.* Bill Welch, Med. & Physio. CED 200. Noon.

REPRODUCTIVE BIOLOGY SEMINAR. M 1486. Noon.

PATHS OF HEALING & WHOLENESS SEMINAR: *Religious Imagery in Healing.* Jim Neafsey. N 517. Noon.*

ALCOHOLICS ANONYMOUS MEETING: All are invited. HSE 336. Noon-1 p.m.*

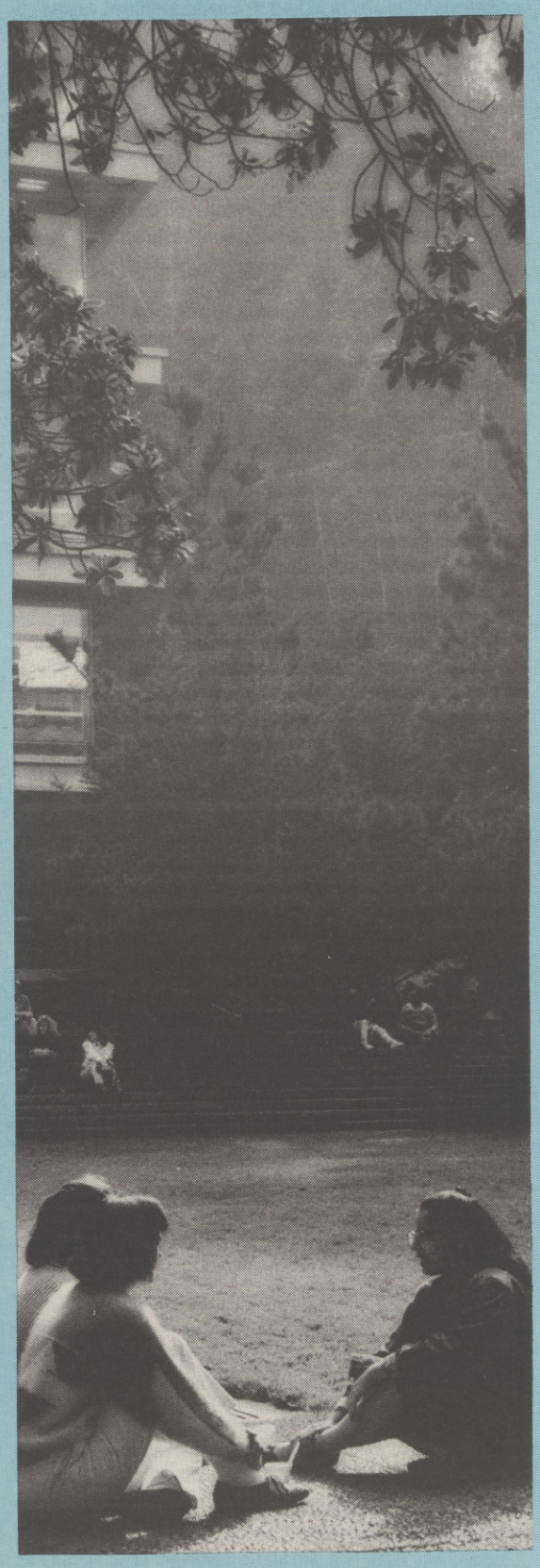


Development & Training Courses for Staff Employees

This insert provides a schedule of the classes available to UCSF employees from September through December, 1989.

Course announcements will appear in *Newsbreak* three times a year.

Please remove and save the insert as your course reference for the next three months.



WHAT IS DEVELOPMENT AND TRAINING?

The Development and Training Division is a service division of the Personnel Department. Its aim is to provide high-quality, low-cost training programs which will increase the effectiveness of employees in their current jobs as well as contribute to their professional development. Since all training programs are designed and evaluated on whether they meet organizational and employee needs, please call us at X64032 with your comments, ideas, and suggestions.

WHO CAN ENROLL IN COURSES?

All UCSF staff employees are eligible to attend the courses described in this insert, no matter which personnel policies or labor contracts govern their conditions of employment. If an employee takes classes during work hours, the only approval required for enrollment is the supervisor's signature. An enrollment application can be found on the back page of this insert.

Course fees can be paid either by employees or by their departments. Decisions about on-the-job attendance and fee payment are negotiated between employees and their supervisors. Supervisors are responsible for final decisions.

WHO TEACHES COURSES?

Most instructors are drawn from the UCSF campus. However, because we are a health sciences campus, outside consultants often teach courses in disciplines not represented on this campus. For those courses, we seek experts from other educational institutions, business, and industry.

WHAT COURSES ARE OFFERED?

About 100 courses are offered annually from September through June, covering a wide variety of employee needs and requirements. The basic curriculum includes supervisory and management skills development, organizational policies and procedures, computer, writing and clerical skills training, grants management and accounting processes, health and safety programs, and employee development. This insert advertises upcoming classes from September through December. Look for the next insert in December, 1989.

WHO TAKES COURSES?

About 4,500 UCSF employees a year are seeking to improve their skills and abilities through Development and Training services.

UCSF

University of California, San Francisco
. . . A Health Sciences Campus

SUPERVISORY SKILLS

Performance Evaluation Workshop

Julius Katz
Manager, UCSF Employee Relations Division
Mary Ellen Lipinski, Ed.D.
Training Coordinator
UCSF Development and Training Division
9086 Tuesday, October 31
8:30 a.m. - 4:30 p.m.
Fee: $10

If you dread doing performance evaluations, you are not alone. Nearly every manager has mixed feelings about evaluations, and employees share similar concerns. Performance evaluations do not have to be difficult or unproductive. They can be mutually satisfying, increase productivity, and improve the performance of the department. As a result of participating in this workshop, you will be able to:

☐ Plan, prepare for, and conduct a performance evaluation
☐ Review and consider suggested approaches for successful performance evaluations
☐ Communicate the acceptable as well as the unacceptable performance of an individual in a positive manner
☐ Gain insight into the processes of establishing mutual expectations, standards, and goals

Continuing education credit will be available for nurses who attend this workshop.

Pre-Supervisory Training

Neuritsa Lancaster
Consultant
9088 Wednesdays & Friday
November 29, December 6, 13, 15
9 a.m. - 12 noon
Fee: $30

This course is an introduction to supervision with emphasis on those skills applicable to non-supervisory positions as well. The importance of team effort aimed toward common goals and maintenance of a positive work climate will be stressed. Participants will be able to:

☐ List supervisory job duties
☐ Identify necessary skills and abilities
☐ Describe roadblocks which supervisors often encounter
☐ Distinguish between forces working for, versus against, the resolution of problems
☐ Recognize common time wasters
☐ Demonstrate a model of delegation that maintains accountability

Continuing education credit will be available for nurses who attend this workshop.

Supervising in the Workplace: Managing Employees with Problems

UCSF Labor Relations Department Staff, and UCSF Faculty, Staff & Student Assistance Program Staff
9082 Wednesday, September 20
8:30 a.m. - 12 noon
9083 Tuesday, November 28
8:30 a.m. - 12 noon
Fee: $10

This program will focus on job-related problems which employees may exhibit and suggested management tools for dealing with such situations. Discussion will center on recognizing employee problems and taking the appropriate management action in dealing with the problems, while recognizing each party's rights and responsibilities in these matters. Participants will be introduced to:

☐ An identification of the various types of employee problems
☐ Effective management approaches to the employee
☐ The rights and responsibilities of the supervisor and the employee
☐ Proper application of University policies and labor contracts
☐ Proper documentation
☐ What next if assistance fails or is refused
☐ How handicapped status may be a factor in decision-making

Preference is given to HEERA designated supervisors with direct responsibility for three or more employees.

Labor Relations Supervisory Series

UCSF Labor Relations Department Staff
9084 Tuesdays, October 3, 10, 17
8:30 a.m. - 12 noon
Fee: $5

The Labor Relations Department offers, in a three-part course, the basics of collective bargaining and labor contract administration for the supervisor or manager in a unionized university teaching hospital. At the conclusion of this three-part series, the supervisor or manager should be able to:

☐ Understand the rights and responsibilities of management, unions, and employees, including the roles of the union representative and the supervisor
☐ Understand the essential elements for successful participation by the supervisor in the arbitration process, including testifying as a competent and credible witness
☐ Understand the major components necessary in the discipline and dismissal process
☐ Understand the major components necessary to develop an employee attendance control program

Open only to HERRA designated supervisors.

Continuing education credit will be available for nurses who attend this workshop.

Personnel Policies for Supervisors

Julius Katz
Manager, UCSF Employee Relations Division
9087 Tuesdays, November 7, 14, 21
9 a.m. - 12 noon
Fee: $10

Supervisors are responsible for the administration of Staff Personnel Policies and the Administrative and Professional Staff Program (A&PS). This class will review the difference between these two policies and how these policies affect your ability to supervise. This three-part workshop will enable you to:

☐ Understand the most often misunderstood A&PS and Staff Personnel Policies
☐ Administer policies in an equitable and consistent manner
☐ Identify and distinguish between management and employee rights
☐ Practice sound personnel principles

Participants need to bring a copy of the Staff Personnel Policy Manual which contains the UCSF local supplements and a copy of the A&PS Policy Manual.

Continuing education credit will be available for nurses who attend this workshop.

Supervisor's Training Program

Gayla Tyson
Director, Employee Relations & Development, UCSF Personnel Department
Mary Ellen Lipinski, Ed.D.
Training Coordinator
UCSF Development & Training Division
9085 Thursdays,
October 12, 19, 26, November 2, 9, 16
8:30 a.m. - 12 noon
Fee: $30 (includes manual)

The Supervisor's Training Program offers six sessions of skills building in the significant areas of supervisory responsibility. Supervisors who complete this course will be able to:

☐ Identify the essential laws, labor contracts, personnel policies, and University procedures governing their decisions as UCSF supervisors
☐ Receive first-hand information from unit managers of Employment, Classification Services, Employee Relations, Labor Relations, Employee Rehabilitation, Employee Support Services, Affirmative Action, Campus Risk Management and Environmental Health and Safety
☐ Practice state-of-the-art approaches to solving problems, effective styles of leadership, and employee motivation

This course is designed for supervisors who have direct responsibility for three or more subordinates. Staff members who are not yet full supervisors are encouraged to take "Pre-Supervisory Training" designed especially for aspiring supervisors.

Continuing education credit will be available for nurses who attend this workshop.

MANAGEMENT SKILLS ASSESSMENT PROGRAM (MSAP) ASSESSORS

The Management Skills Assessment Program is a University-wide management development program. It was organized by a consortium of UC training and affirmative action coordinators in 1978 and has been in operation since 1979. MSAP is designed for career staff who are full supervisors, entry-level managers, or professional staff members.

Program assessors are chosen from eligible UC managers who apply (MSO III/Principal Analyst or above).

More details about MSAP can be found throughout this insert.

Pictured are some of the past assessors for MSAP. Front row left to right: Karen Akerson, Assistant Director, Medical Center; Martha Hooven, Manager, Department of Obstetrics, Gynecology, & Reproductive Sciences.

Back row from left to right: Lawrence W. Hanson, Labor Relations Advocate; Nancy Nienhuis, School of Pharmacy-Dean's Office; Kathy McCaffrey, Director, Medical Record Services.

MANAGEMENT DEVELOPMENT

Conflict Management Workshop

Reva Shapiro, Ph.D.
Management Consultant
9089 Tuesday, October 24
8:30 a.m. - 12:30 p.m.
Fee: $10

Organizations are full of comedies and tragedies which are often the result of unsuccessful attempts to manage conflict. Using theater as a metaphor, this course helps the participant identify how the "stage" is set for conflict, who the leading and supporting roles are in the production and maintenance of conflict, and how to write a better "script" to resolve conflict more productively. As a result of participating in this workshop, you will be able to:

☐ Analyze how you currently resolve conflict
☐ Plan successful conflict resolution strategies

Continuing education credit will be available for nurses who attend this workshop.

ORGANIZATIONAL PROCEDURES

Benefits Training Workshop

Judy Kell and Sandra Norberg
UCSF Benefits Representatives
Register by calling instructor at X61843

This program is designed for individuals who are responsible for providing employees in their department with information about insurance and retirement benefits. Attendance is limited to not more than four people per session in order to provide ample opportunity for discussion. Also, participants will learn about the resources available to them for reference.

Travel Expense Processing

Ron Kos
Assistant Disbursement Manager
Bob Huckaby
Supervisor, Travel & Reimbursements
UCSF Accounting Office, Travel & Reimbursements
9096 Thursday, October 19
1:30 - 4:30 p.m.
9097 Thursday,November 16
1:30 - 4:30 p.m.
Fee: $10

This workshop is for faculty and staff employees who process travel expenses, entertainment expenses, employee reimbursements and other request-originated payments (Form 5); and those who need an understanding of the related policy and procedures. Participants will learn:

☐ What types of travel expenses will be reimbursed
☐ Documentation requirements
☐ Approval requirements
☐ Definition of entertainment type expenditures
☐ Approval signatures required
☐ Processing procedure
☐ Check Request reimbursement process
☐ Documentation requirements

Cost Transfers

Adrienne Trachtenberg
Accountant/Trainer
UCSF Accounting Office
9095 Friday, October 6
9 a.m. - 12 noon
Fee: $10

All University financial transactions are subject to audit. One area in which the University is particularly vulnerable is cost transfers. Accordingly, this course is designed to:

☐ Insure compliance with all federal, state, and local regulations
☐ Put in place clear, concise procedures to be used, thereby reducing the time it takes to prepare cost transfers in the departments and to review them in the Accounting Office
☐ Focus on procedures which will minimize disallowances due to incomplete documentation, poor explanation or improper (not allowable or applicable) cost transfers
☐ Reduce or avoid cost transfers

This course is mandatory for departmental reviewers of cost transfers. Other interested users of UCSF cost transfer systems are also welcome.

MSAP ASSESSORS
Management Skill Assessment Program Assessors participate in two days of training prior to the MSAP program, which lasts four days. Assessors observe and evaluate the participant's managerial skills during the program.

The MSAP assessors pictured from left to right are: Diana Hopper, Deputy Materiel Manager; Leona Hansen-Nealey, Director, Volunteer Service; Julius Katz, Manager, Employee Relations.

New Employee Orientation Program

Susan Eveleth
UCSF Career Development Specialist
UCSF Personnel Department and Employee Benefits Staff
Tuesdays, Ongoing program throughout the year
8:30 a.m. - 12 noon

This program serves to welcome new employees and to provide vital information in their first weeks of employment. It is designed as an overview of the campus community and to enhance the orientation new employees are given within their individual departments. This program is presented twice a month. Supervisors should call X61073 to schedule new employees who have not received an orientation notice within three weeks of their starting date. Employees will be introduced to:

☐ Historical origins and current structure of UCSF
☐ UCSF's role as a major health sciences center
☐ Policies and procedures of interest to new employees
☐ Explanation of financial benefits
☐ Special resources for UCSF employees

Vendor Payments

Gene Brekhus
Supervisor, Accounts Payable Division
UCSF Accounting Office
9090 Tuesday, September 26
8:30 a.m. - 12 noon
Fee: $10

Each department in the University is responsible for approving invoices for payment after goods and services have been received, and for advising the Accounting Office if payment is not in order. This course will give you the information you need in order to use effectively the accounts payable vendor payment system. You will learn:

☐ How to pay your bills
☐ What approvals are necessary
☐ When a purchase order is required
☐ How to fill out a check request form
☐ How to determine if a bill has been paid
☐ How to deal with exceptions to normal processing

Payroll Workshop

John Bouchard
Management Services Officer
UCSF Accounting Office, Payroll Division
9098 Friday, October 20
9 a.m. - 12 noon
9099 Tuesday, December 12
9 a.m. - 12 noon
Fee: $10

This workshop is offered to familiarize departments with the various payroll functions and services provided. The course is designed to identify and discuss the most common problem areas encountered in payroll processing activities. As a result of attending this workshop, you will be able to:

☐ Distinguish between positive/negative time reporting requirements
☐ Prepare a complete new hire packet
☐ Complete various payroll forms
☐ Interpret the Distribution of Payroll Expense Report

The UCSF Budget Process

Trent Spradling
Director of UCSF Campus Budgets
9094 Thursday, October 5
9 a.m. - 12 noon
Fee: $10

This course is an overview of the University budget process. Emphasis will be placed on understanding the concept of the budget process, how it relates to the campus, schools, hospitals and departments. Issues discussed in the course are:

☐ General definitions
☐ The history of the University budget process
☐ The state budget process
☐ Its relationship to the campus budget
☐ The permanent budget system
☐ Current Events

The course is intended for employees who are new to the University and for those who want to relate their past University experience to the systemwide perspective.

SUPERVISOR AND MSAP PARTICIPANT
The emphasis is on recruiting participants who see the program as a valuable step in their own professional growth and whose supervisors wish to support and enhance such growth.

Pictured: Mike Bergdorf, Director, Materiel Management; Deborah Pauley, Furniture Planning Specialist.

General Ledger and Accounting

Jane Powers
Assistant Accounting Officer
UCSF Accounting Office
9092 Thursday, October 5
8:30 a.m. - 12 noon
9093 Wednesday, November 8
8:30 a.m. - 12 noon
Fee: $10

This course offers employees the opportunity to learn about account/fund coding structure, preparation and type of journal entries, how to read the general ledger, and whom to call for accounting information. As a result of attending this class you will gain basic information for:
☐ Preparing journal entries
☐ Understanding the various types of entries in the general ledger
☐ Distinguishing between the four major elements of the general ledger: budget, financial, encumbrances, and balances
☐ Learning how to read the general ledger
☐ Determining how and whom to ask for help in the Accounting Office

Materiel Management Workshop

Dave Kolsom
Deputy Purchasing Manager
UCSF Materiel Management Department
9091 Thursday & Friday,
September 28, 29
8:30 a.m. - 12:30 p.m.
Fee: $15 (includes manual)

This workshop discusses various buying practices, procedures, and policies that affect department purchases.

First Day
☐ Materiel Management organization
☐ What to expect from purchasing
☐ How to use various purchase orders (RO, SF, AB)
☐ Employee vendors/Conflict of interest
☐ Source selection
☐ Transportation of goods
☐ Small Business Program

Second Day
☐ Planned purchasing
☐ Campus agreements
☐ Commodity discussions (Relocation/household moves, furniture, radioactive materials, controlled substances)
☐ Equipment management
☐ How to use Reprographics and Quick Copy
☐ Stores Operation (Warehousing, Stores, Surplus and Storage, Chemical Stores, Specialty Stores such as "Bear Necessities")

DEVELOPMENT AND TRAINING COMPUTER CLASSES

Demystifying Computers and Introduction to Operating Systems

Jennifer Manriquez
Consultant
9100 Friday, October 13
9 a.m. - 4:30 p.m.
Fee: $50

This is an introductory course for those who know nothing about computers or those who have been using a computer for a specific task but wish to become more self-sufficient.

The course material is especially suited to those students wishing to use or purchase either hardware or software. You will learn:
☐ The basic vocabulary of computers so you will understand all the computer buzzwords and jargon
☐ An overview of the "big three": word processing, spreadsheets, and database management
☐ How to use the operating system (DOS) to keep your information in a tidy and useable fashion

If you have no typing skills, it is recommended that you complete "Typing Instruction Via Computer" before registering for this class. It is also suggested that you follow this course with a course in word processing, so that you can apply what you learned in this class.

Introduction to Database Management

Jennifer Manriquez
Consultant
9101 Monday, November 6
8:30 a.m. - 4:30 p.m.
Fee: $60

This class is designed for students who have never used database management software before. The class is generic, so students will be able to work with any brand of software or hardware (including Macintosh).

Database management is a "fancy" word for electronic filing. If you maintain manual files and are constantly updating, sorting, or looking up information in these manual files, you may want to install automated, electronic filing instead. In this class you will learn:
☐ How to design the computer-based filing system you need, both now and in the future
☐ How to do indexing and searching to optimize the performance of your system
☐ How to design your system to avoid having to enter the same pieces of information in many separate files

If you have never used a computer, it is recommended that you complete "Demystifying Computers" before registering for this class.

COMPUTER CENTER CLASSES IBM & UNIX SYSTEMS USERS

For additional information, or to register for a Computer Center class, call X62974. See the Computer Center Newsletter for complete class descriptions and a list of scheduled classes.

General Orientation Clinic (No Fee)

This clinic includes an explanation of both mainframe and microcomputer facilities, a brief tour of the Computer Center, and an optional 15 to 20 minute demonstration of CMS or UNIX. For additional information, call X64440.

Introduction to UNIX and *vi*

This class covers introductory UNIX information; logging in and logging out; a brief discussion of the hierarchical file system; basic UNIX shell commands, and an introduction to *vi*, the display-oriented interactive text editor. Fee: $90.

UNIX Mail

This class covers the features of the UNIX mail command and includes information on how to send and receive electronic mail or files between on-campus computers, and between a campus and an off-campus machine. Fee: $30.

Introduction to CMS, Part 1

This class is an introduction to CMS (Conversational Monitor System), an interactive system available on the IBM computer, and covers the following information on the elementary features of CMS: logging on, file manipulation, the XEDIT editor, and the CP/CMS environment. Fee: $30.

Introduction to CMS, Part 2

This class is aimed at users who have completed the introductory class, or who have some familiarity with CMS. Topics covered include an expanded discussion of file management, file modes, the printing of CMS files, electronic mail and "conversations," online documentation, news, and self-teaching tools. Fee: $30.

Introduction to CMS, Part 3

This class is aimed at users who have either completed the first two courses or are very familiar with CMS and wish to further develop their skills and learn more advanced techniques. Topics covered include an overview of the CP spooling facility and its relation to CMS, a brief discussion on exec-writing in REXX, and the use of VMSCHEDULE. Fee: $30.

Using CMS Electronic Mail

This class covers the use of the Icoal CMS MAIL command to send and receive electronic memos to and from userids, either local or on other BITNET nodes. Fee: $30.

Introduction to SCRIPT

This class covers simple SCRIPT control words used to achieve formatted correspondence and manuscripts. Fee: $60.

Introduction to GML

This class includes using the layouts and tags of GML (General Markup Language) which provide an easy and consistent way to produce formatted documents. Fee: $60.

SAS: Introduction

Topics covered in this class include: The DATA and PROC statements; data input and output; getting your data into shape; sorting and merging data; creating, documenting, and storing SAS system files; DO loops; IF THEN ELSE statements; SAS formats; and error diagnosis. Fee: $90.

Intermediate SAS

This course covers the more difficult aspects of DATA step programming. Topics include recoding and creating variables; merging and splitting files; simple and complex uses of FORMATS, DO and ARRAY statements; and analysis of just how the DATA step works. Fee: $60.

SAS: Report Writing

This course focuses on presentation report techniques using the 3800 and the 2700 printers for SAS data sets. Fee: $60.

SAS/GRAPH

This course focuses entirely upon the creation and manipulation of graphs using SAS/GRAPH. Fee: $40.

SPSSX: Introduction

This class is an introduction to the workings of SPSSX. It covers how to get your data into SPSSX, cleaning and documenting your SPSSX system files, sorting your cases, and using procedures for simple descriptive statistics. Fee: $60.

SPSSX: Advanced Data and File Management

Topics covered include: VECTOR processing; DO IF—END IF structures; reading data with the FILE TYPE GROUPED, FILE TYPE MIXED, and RECORD TYPE commands; the DO REPEAT command; and the splitting and merging of files. Fee: $30.

COMPUTER CENTER CLASSES FOR MICROCOMPUTER USERS

For additional information, or to register for a Computer Center class, call X62974. See the Computer Center Newsletter for complete class descriptions and a list of scheduled classes.

Microcomputer Orientation Clinic (No Fee)

This clinic includes a brief tour of the User Room facilities, and a discussion of the fundamentals of using the available microcomputer hardware and software. For additional information call X64440.

Introduction to Microcomputer Concepts

An overview of microcomputer concepts, hardware, and software. Fee: $30.

PC Systems - 1

An introduction to the Disk Operating System (DOS) for the IBM-PC and compatibles. This class covers the elementary DOS commands necessary for using the PC, and the installation of new software. Fee: $50.

PC Systems - 2

This class focuses on directory structures and the logic and use of subdirectories. The use of batch files to invoke application programs also is introduced. Fee: $50.

PC Systems - 3

This class covers in depth the use of batch files. System configuration with the CONFIG.SYS file, complex batch files, and piping and redirection are explained. Fee: $50.

PC Systems - 4

Advanced DOS commands and special topics are covered in this class. Backup and restore problems, fixed disk formatting, device drivers for various disk drive types, diagnostics and error messages, and extended/expanded memory are included. Fee: $50.

Lotus 1-2-3, Part 1

This class provides an overview and introduction of the Lotus system. The lecture introduces the spreadsheet's structure, data entry procedures, and essential commands. Fee: $50.

Lotus 1-2-3, Part 2

This class covers the database management features of Lotus. In addition, macros and graphics are introduced. Fee: $50.

Advanced Lotus 1-2-3

Advanced functions of 1-2-3 are explained in greater detail. Advanced macros, formulas, functions, worksheet organization and problems from students are discussed. Fee: $50.

Introduction to Microsoft Word for the IBM-PC

This introductory class covers elementary and intermediate operations. The first session covers choosing commands; entering, revising, moving, copying, and selecting text; printing; spelling; thesaurus; hyphenation; and "help".

The second session covers searching and replacing text; character, paragraph and division formats; windows; the glossary; and style sheets. Fee: $100.

Advanced Microsoft Word for the IBM-PC, Part 1

This class covers more advanced applications including printing form letters and mailing labels, creating and completing pre-constructed forms, entering footnotes, compiling an index and table of contents, and outlining. Fee: $50.

Advanced Microsoft Word for the IBM-PC, Part 2

Additional advanced Word capabilities are covered, including document management and retrieval, line drawing, arithmetic operations, sorting, macros, and using Word with Lotus 1-2-3 and graphics. Style sheet topics are also discussed. Fee: $50.

Beginning WordPerfect 5.0 for the IBM-PC

This class is intended for people with no word processing experience. The class covers WordPerfect's basic word processing commands, including those used to create, edit, and print documents. Also introduced are simple macros Fee: $100.

Intermediate WordPerfect 5.0 for the IBM-PC

The functions covered in this class include setting system defaults (Setup), thesaurus and spell checking, search and replace, date codes, outlines and paragraph numbering, columns, line drawing, and footnotes. Fee: $50.

Accelerated WordPerfect 5.0 for the IBM-PC

This class covers the contents of both Beginning and Intermediate WordPerfect. It is intended for people who are familiar with word processing concepts. The class is also an excellent review for WordPerfect users who are not yet using the program to its full potential. For a description of the course contents, see Beginning and Intermediate Wordperfect. Fee: $100

WordPerfect for the IBM-PC, Special Topics

Three special topics are covered in this class: printers; merging, sorting and selecting; and macros. Fee: $50.

Basic Macintosh Skills

This class is intended for the beginning Macintosh user. Elementary skills such as pointing, clicking, and dragging are covered. Also demonstrated are methods for selecting, ejecting disks, opening and closing, use of the desk accessories and pulldown menus, keyboard short-cuts, and use of the Font/DA Mover. Fee: $50.

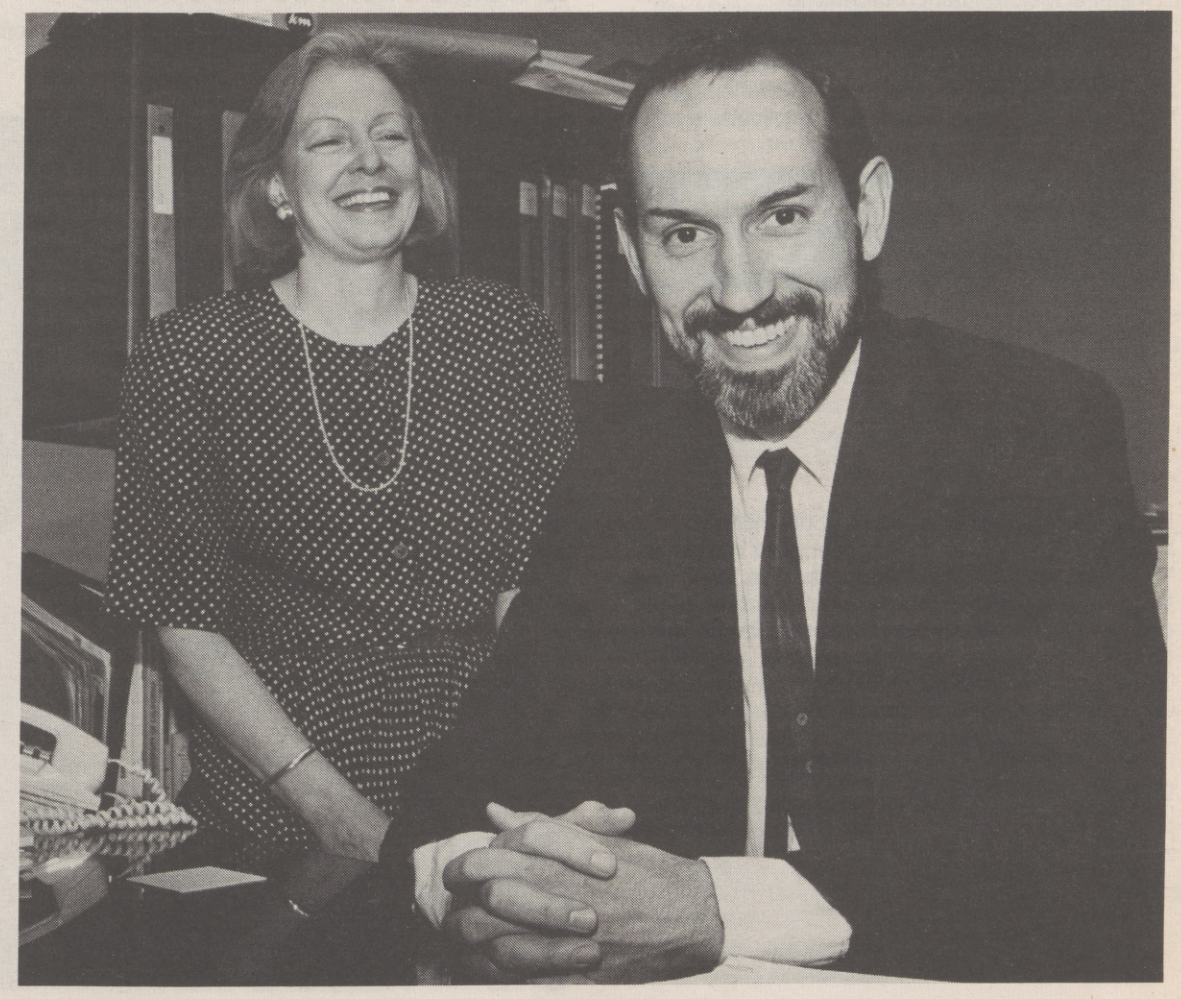
Introduction to Microsoft Word for the Macintosh

This class is designed for the Macintosh user with limited experience in word processing. Participants are introduced to methods for entering, saving, and printing text; use of the menus; the Help system; tab functions; selecting, moving and changing text and formats; customizing text; and final printing. Fee: $50.

SUPERVISOR AND MSAP PARTICIPANT

Supervisors are encouraged to discuss the assessment program with eligible employees. Interested employees may also bring the program to the attention of their supervisors.

Pictured: Paula Carien Schultz, Assistant to the Vice Chancellor—Staff and Student Human Resources; Fred McEnroe, Administrative Assistant. According to Paula, a strong believer in employee development, "Fred McEnroe is an eager and energetic employee with the desire and capacity to benefit from this very special program."



Intermediate Microsoft Word for the Macintosh

This class is intended for the Macintosh user with more advanced experience in word processing. The first portion of the class focuses on the changes and new features incorporated in Microsoft Word, version 4.0. Introduced are the following: working with headers, footers, and footnotes; defining and applying styles; using glossaries; setting up tables and columns; and, time permitting, other advanced techniques requested by students. Fee: $50

If you have no typing skills, it is recommended that you complete "Typing Instruction Via Computer" before registering for this class. It is also suggested that you follow this course with a course in word processing, so that you can apply what you learned in this class.

CLERICAL SKILLS

Typing Instruction Via Computer

Ronda Goldstein
Business Communications Consultant
9103 Wednesday, Friday & Monday
October 11, 13, 16
10 a.m. - 12 noon
Fee: $40

This is a typing course designed for students of all levels. Using an IBM-PC and an easy-to-use typing tutorial program, you can learn the keyboard without peeking at the keys, and improve your speed and accuracy. For additional practice, an excellent and inexpensive typing exercise book will be available. Enrollment in this class will be limited to 10, so be sure to register early.

Survival Skills for the Administrative Assistant

Gail Banish
Course Facilitator
UCSF Library
Representative Speakers from UCSF Departments
9104 Thursdays, November 30, December 7, 14
8:30 a.m. - 12 noon
Fee: $25 (includes manual)

This three-part workshop will include instructors from Accounting, Materiel Management, Physical Plant, and the Personnel Department. An overview of procedures and forms related to the subjects listed below will be presented. A comprehensive manual of the most commonly used UCSF forms, and a list of services and resources will be distributed. Subjects covered:

☐ Payroll
☐ General Ledger
☐ Travel
☐ Vendor Payments
☐ Materiel Management (Purchasing)
☐ Personnel Divisions
☐ Employment (Recruiting Process)
☐ Physical Plant
☐ Networking

WRITING SKILLS

Writing and Editing Skills

Barbara Nelson
Writing Consultant
9102 Wednesdays, October 4, 11, 18
1 - 4 p.m.
Fee: $20

Like it or not, you are judged by your writing. Whenever you put words on paper, your image and the image of your employer is on the line. This three-part workshop will teach you to write and edit communications that are professional, correct, and effective. You will learn how to:

☐ Get directly to the point
☐ Organize material
☐ Construct clear sentences
☐ Recognize and correct common errors in grammar and punctuation
☐ Omit unnecessary words and jargon
☐ Create an appropriate tone

HEALTH AND SAFETY PROGRAMS

Save-A-Heart CPR Course

Gary Barton
UCSF CPR Coordinator
Sign up for courses by calling X61817
Course offered twice a month
Fee: $20

Cardiopulmonary resuscitation (CPR) is a life-saving technique which allows you, the rescuer, to keep someone alive whose lungs and/or heart have stopped working due to accident or illness. Those attending the save-a-heart course will learn through a combination of self-paced individual study and hands-on practice. At the completion of the course, participants will be able to:

☐ Employ assessment skills and verbalize the victim's condition
☐ Demonstrate mouth-to-mouth breathing, chest compressions, and choke-saving skills on a training mannequin
☐ Activate the emergency medical services system

Rape Prevention Education

Leslie Simon
UCSF Coordinator
Rape Prevention Education Program
Dates and times given upon request

Our Rape Prevention Education Program serves the UCSF community, students, staff, faculty, and neighbors, including those at off-campus facilities, by providing education and information on topics related to sexual assault. The coordinator offers a free 90-minute personal safety discussion group on safety awareness, myths and realities about sexual assault-related resources, and self-defense options. Training workshops and special information workshops provide inservice training for police, medical workers, emergency room staff, and all professionals and paraprofessionals on campus who might work with people who have been sexually assaulted. A small collection of books and articles on sexual assault is available for reference. For information, contact the Rape Prevention Education Program, Women's Resource Center, X65222.

Stress Management

Bruce Flynn, M.S., C.R.C.
Manager
UCSF Employee Rehabilitation Services
9105 Tuesday, December 5
8:30 a.m. - 12 noon
Fee: $10

This introductory seminar offers practical suggestions as to how employees can control the stress they experience in their day-to-day working lives. Stress management skills allow workers to retain the necessary qualities of enthusiasm and spirit while reducing the negative performance effects that result from anxiety, frustration, confusion, and anger. The employee who has learned to manage stress works with a greater sense of confidence in his/her ability to handle problems as they arise.

Continuing education credit will be available for nurses who attend this workshop.

Unit Stress Assessment/ Education Services

Bruce Flynn, M.S., C.R.C.
Manager
UCSF Employee Rehabilitation Services
To arrange, contact instructor at X62621

How aware are you and your employees of the origin and nature of stress; its effects on health, productivity, and job satisfaction; its relationship to burnout? Specialized services are available to departments or units, which can help employees identify the stresses in their work lives, assess stressor patterns within the unit, and offer suggestions as to how the effects of these stresses may be amended. Through this process, the unit creates a more cohesive, and less stressful, work environment.

Personal Stress Assessment Services

Bruce Flynn, M.S., C.R.C.
Manager
UCSF Employee Rehabilitation Services

On an individual basis, employees may request assistance in surveying and analyzing the sources of stress in their lives. The goals of this process will be to assist employees to better balance demands at work, at home, and in other areas of life which cause stress and strain. Employees will complete the Personal Stress Assessment Inventory (PSAI) and, working one-to-one with a professional counselor, will develop a personal stress management action plan. Generally, two one-hour sessions will be necessary to complete the PSAI and discuss the results. To arrange, contact Bruce Flynn, Manager, Employee Rehabilitation Services at X62621.

SUPERVISOR AND MSAP PARTICIPANT
Supervisors have said that they have experienced an increase in open, productive communication with employees after they attended MSAP. Betsy stated, "MSAP has helped Liz and I by providing a framework of her strengths to tap into and skills to enhance."

Pictured from left to right: Betsy Connell, Management Services Officer, Physiology; Liz Copp, Administrative Analyst, Physiology.

EMPLOYEE DEVELOPMENT

English as a Second Language

Geri van Engers
English as a Second Language Consultant
9107 Tuesdays & Thursdays
October 3 through December 19
12 noon - 1 p.m.
Fee: $50

Build confidence in your use of English in a relaxed and supportive setting. This course, which is held twice a week, gives you the opportunity to:
☐ Strengthen your command of English grammar
☐ Learn to express yourself and your ideas comfortably
☐ Learn to recognize and correct errors
☐ Build your knowledge and comprehension of commonly used phrases and expressions

Through a variety of class activities designed for the non-native speaker in a workplace environment, you will be able to practice and improve your skills in:
☐ Oral communication
☐ Pronunciation
☐ Listening comprehension
☐ Reading
☐ Writing

Class activities will include lectures, discussion, in-class assignments, and slide shows. Course materials will be provided by the instructor. Students are encouraged to bring a notepad and their lunch to class.

Communicating with Confidence: A Workshop for Non-Managers

Neuritsa Lancaster
Consultant
9106 Wednesday, September 27
9 a.m. - 4:30 p.m.
Fee: $20

Communicating positively with confidence is one of the most important qualities in successful performance on the job. This course will offer employees an opportunity to learn about the components of successful, positive communication and to practice communication skills. As a result of attending this class, you will be able to:
☐ Request information regarding your work performance
☐ Give effective instructions to others
☐ Ask for help in a way that makes it easier for others to lend assistance
☐ Clearly and directly express your concerns
☐ Recognize and make use of both verbal and non-verbal aspects of communication

Continuing education credit will be available for nurses who attend this workshop.

Self-Assessment for Career Planning

Susan Eveleth
Career Development Specialist
UCSF Personnel Department
9109 Wednesdays, October 25, November 1, 8, 15
8:30 a.m. - 12 noon
Fee: $15

In this four-part workshop you will have the chance to define and examine your work-related values, skills, and interests, to explore alternative career options, and to determine realistic career goals. The Strong-Campbell Interest Inventory is used to show you which of your interests match with interests of members of various occupational groups. Individual counseling sessions conclude the series. The four sessions are sequential and participants who cannot attend all four sessions will be asked to register for a later series. As a result of this workshop, you will be able to:
☐ Identify your own career values
☐ Assess your interests using the Strong-Campbell Interest Inventory
☐ Identify the functional skills you currently use in your job
☐ Analyze your present job for future career development
☐ Prepare a realistic action plan

SUPERVISOR AND MSAP PARTICIPANT
Pictured in front: Shirley Hamilton, Administrative Assistant III, and in back: Kathleen Smith, Management Services Officer, Neurology. Shirley stated that from her MSAP experience she felt "empowered" and gained additional confidence in herself as well as improving her leadership skills. "I highly recommend this program to individuals who want a better understanding of their abilities."

Career Directions at UCSF

Susan Eveleth
Career Development Specialist
UCSF Personnel Department, and
UCSF Personnel Department Staff
9108 Wednesdays, October 4, 11, 18
8:30 a.m. - 12 noon
Fee: $10

Setting realistic career goals, assessing work options within your organization, and taking positive action in your own behalf are difficult steps in the career development process. This three-part course encourages participants to create appropriate career development strategies for themselves at UCSF. You will be able to:
☐ Identify essential elements for individual career assessment
☐ Conduct an analysis of the UCSF organization
☐ Learn about the hiring process, the role of the Personnel Department, and the transfer and promotion procedures
☐ Review important job search skills

Telephone Communication Skills Training

Cindy Sonnenberg/Dorie Brannigan
Communication Consultants
9110 Tuesday, November 14
1 - 3 p.m.
Fee: $10

What kind of image do you project on the telephone? Knowing how to communicate effectively and courteously over the telephone can improve your job performance. This class is designed to help you develop good answering, message taking, and communication techniques. Putting calls on "hold" often can make the caller feel ignored. Techniques on correct "holding" and "transferring" procedures are taught so that no caller ever feels neglected. Also included in the class is how to deal effectively with irate callers, as well as how to improve other telephone communications skills.

SPECIAL PROGRAMS AND SERVICES

Management Skills Assessment Program

The Management Skills Assessment Program (MSAP) is a University-wide management development program designed to assess existing managerial skills, enabling participants to perform more effectively in their current positions, and to become more competitive for a higher-level position in the University.

All University of California career staff employees who are full supervisors, entry-level managers, or professional staff members are eligible to participate as assessees. Employees must have strong supervisor/department support, and have a well thought out career development plan for using the program experience.

The program takes place over four days at an off-campus retreat facility where assessees:
☐ Demonstrate and evaluate their management skills
☐ Receive feedback on their performance from senior University managers or middle managers

After the program, assessees work with their supervisors to identify activities for development of their professional skills. Applications for the 1989-1990 MSAP were mailed to campus departments on August 11, 1989. The deadline for returning applications for both the fall and spring sessions is Thursday, September 14.

Managers interested in serving as assessors should contact Susan Eveleth, UCSF MSAP Coordinator, at X64032.

There is a $500 fee for assessees. Affirmative Action scholarships covering one-half of tuition cost are available upon request for women, ethnic minorities, and disabled candidates. Managers who attend as assessors pay no fee.

SUPERVISOR AND MSAP PARTICIPANT
The Management Skills Assessment Program (MSAP) helps participants become better able to compete sucessfully for management positions.

Gary L. Steinman, Executive Director, Drug Studies Unit, sent Karen A. Park, Office Manager in the Drug Studies Unit, to MSAP. Gary stated, "Both Karen and the Drug Studies Unit benefited from the opportunity she had to receive feedback on her management skills and to get guidance on her professional development away from the daily urgencies of her job."

Career Development Services

Career Development Services provides a variety of ways in which employees can assess their values, skills and interests, and develop strategies for realistically coping with their work environments. Workshops are available to help participants examine career directions and explore career options. In addition, employees can schedule individual counseling sessions with the Career Development Specialist to discuss career decisions. Supervisors who want to help employees plan and develop their job potential can also meet with the Career Development Specialist. The focus of these services is on the needs of UCSF working adults to clarify their own information, to promote self-advocacy, and to encourage productivity in their work life. Contact Susan Eveleth, X64032.

Course Design and Consultation Services

The Development and Training Division can assist your organizational unit with training program design. We can help you devise your own training class, or locate outside professionals who can tailor programs to meet your specific needs.

We can also bring the programs advertised in this insert to your department on request.

Finally, we can administrate and/or advertise training programs created by your unit. Fees may be connected with this service. Please call Gayla Tyson at X64032 for further information on these services.

Reduced Fee Enrollments

A regular status employee* in a career position who meets the admission requirements of the University is eligible to attend regular session UC courses under the Reduced Fee Enrollment Program. This program provides for two-thirds reduction of both the University Registration Fee and the University Educational Fee for up to nine units or three regular session University of California courses per quarter, whichever is greater. University Extension courses and Development and Training courses are not covered through this policy. Contact Pat Coleman, X61563, for Reduced Fee Enrollment forms.

*Regular status employees are those who have completed the probationary period in a career position at 50% or greater time.

FOR DEVELOPMENT AND TRAINING INFORMATION CALL OR WRITE

Gayla Tyson, Director, Employee Relations and Development
Mary Ellen Lipinski, Training Coordinator
Susan Eveleth, Career Development Specialist
Bill Salem, Program Assistant
UCSF Personnel Department
Box 0834
San Francisco, CA 94143-0834
(415) 476-4032

NON-DISCRIMINATION STATEMENT

In accordance with applicable State and Federal laws and University policy, the University of California, San Francisco does not discriminate in any of its policies, procedures, or practices on the basis of race, color, national origin, religion, sex, sexual orientation, handicap, age, veteran's status, medical condition (as defined in Section 12926 of the California Government Code), ancestry or marital status; nor does the University discriminate on the basis of citizenship, within the limits imposed by law or University policy. In conformance with applicable law and University policy, the University of California, San Francisco is an affirmative action/equal opportunity employer. Inquiries regarding UCSF's equal opportunity policies may be directed to: Assistant Vice Chancellor—Affirmative Action/Equal Opportunity, (415) 476-4752.

ENROLLMENT PROCEDURES

Enrollment is on a first-come, first-served basis, and classes fill quickly. Classes are limited to a suitable size, and are for **UCSF employees only.**

1. Promptly fill out the Enrollment Application, **ONE PARTICIPANT AND ONE CLASS PER APPLICATION**, and return to the Development and Training Division, Box 0834.
2. If dates and times for the courses you choose are not specifically provided in this insert, please enroll in the course anyway. Development and Training will contact you when a date and time have been determined.
3. If your department is to be recharged, the budget number, budget authorization signature, and your supervisor's signature are required. If you attend the course on your own time and pay your own fees, these signatures are not required. Checks should be made payable to the **UC Regents and dated the first day of the course** for which you are applying.
4. A letter confirming your enrollment and class location will be sent to you two weeks before the class is held. If you have not received a confirmation letter at least one week before the class, please call us immediately at X64032.
5. If the class is filled, you will be placed on the waiting list and notified by mail. If you have not received notification one week before the class begins, please call us at X64032.

Please cut along the dotted line.

ENROLLMENT APPLICATION
DETACH AND RETURN TO:
DEVELOPMENT & TRAINING, BOX 0834

(please print or type)

One participant and one class per application. An application is required for enrollment even when there is NO FEE for the course. Refunds on cancelled courses are made only if cancellation occurs TWO full days before the course is held.

Current Date _____
Course Title _____ Session Number _____
Applicant's Name _____ Phone Ext. _____
Job Title _____ Mail Stop (Box) _____
Department Name _____
Applicant's UCSF Employee Identification Number _____
Fee $ _____
Paid by: (check one) ☐ Dept. _____ ☐ Personal Check To "UC Regents"
Check # _____
Check attached and dated the FIRST day of the course. ONE CHECK PER COURSE PLEASE.

Department Budget No. __ - _____ - _____ - __
Budget Authorization Signature _____
Supervisor's Signature _____

Photocopy this form if you need more copies. Please cut along the dotted line.

CANCELLATION POLICY

If you determine you cannot attend a class, please call the Development and Training office immediately to let us know, so that we can schedule another interested participant into your slot. In order to receive a cash or departmental refund, the Development and Training Division requires that cancellations be made **2 full working days** in advance of the scheduled class.

WAITING LISTS

Waiting lists are only valid for the current quarter (Fall). If you were put on a waiting list in the Spring quarter, you must re-apply to the class this quarter.

Aug. 26-Sept. 15, 1989

9 Saturday

ANESTHESIA MORBIDITY & MORTALITY CONFERENCE. HSW 301. 8-10 a.m.

SURGERY GRAND ROUNDS. Toland Hall. 8:30 a.m.

UROLOGY GRAND ROUNDS: *Tragedies of the Tender Testicle.* Sumner Marshall, Uro. *The Difficult Hypospadias.* John R. Woodard, Uro. & Surg., Emory U, Atlanta. Preceded by D&C reports & selected cases. HSW 300. 8:30-11 a.m.

11 Monday

OVEREATERS ANONYMOUS MEETINGS: *The "H.O.W." Concept.* Presentation & discussion. N 417. Call Lia, x62542. Regular OA meeting. N 717. Noon.*

DERMATOPHARMACY SEMINAR: *Enhancement of Percutaneous Penetration.* Dr. Bommannan. S 940. 12:10-1 p.m.

LABORATORY MEDICINE GRAND ROUNDS: *Treatment of Adult Acute Leukemia.* Charles A. Linker, Med. & CRI. L 535. 4-4:50 p.m.

MEET THE NEW DEAN

Campuswide reception for new School of Medicine Dean Joe Martin. School of Nursing Mezzanine. 4-6 p.m.

12 Tuesday

COMBINED MODALITY BREAST CANCER CONFERENCE. Surg. Clin. Conf. Rm., 6th fl. A. 8 a.m.

ORAL & MAXILLOFACIAL SURGERY GRAND ROUNDS: *Surgical Management of the TMJ.* Leonard B. Kaban, Oral & Max.Surg. C 701. 8 a.m.

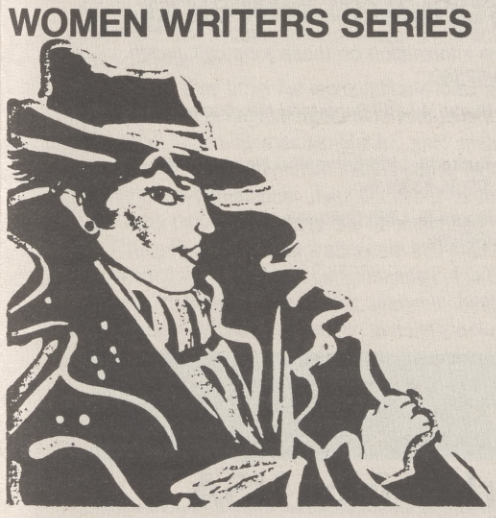
OB/GYN GRAND ROUNDS: *Gonadal Peptides in Reproduction.* Robert B. Jaffe, Ob/Gyn. S 1364. 8 a.m.

SFGH PEDIATRIC GRAND ROUNDS. Carr Aud., SFGH. 8-9:30 a.m.

TRANSFUSION RESEARCH FORUM: *Polymorphic Forms of Sc Receptors on Human Leukocytes.* Ira Goldstein, Med. & Rosalind Russell Lab. L 535. 8:30 a.m.

SFGH MEDICINE GRAND ROUNDS. Carr Aud., SFGH. 11:30 a.m.

WOMEN WRITERS SERIES



Mary Wings, author of the action-packed detective novels *She Came Too Late* and *She Came In A Flash*. First in a bi-weekly series of lectures sponsored by UCSF Women's Resource Center. Toland Hall. Noon-1 p.m.*

OBSTETRICS/PEDIATRICS & ANESTHESIOLOGY CONFERENCE: John L. Kitzmiller, Ob/Gyn; Roderic H. Phibbs, Ped. & CVRI; Sol Shnider, Anes. & Ob/Gyn. M 1486. Noon.

SFGH GI-MEDICINE/SURGERY/RADIOLOGY IMAGING CONFERENCE. Rm. 1X58, SFGH. 4-5 p.m.

NEUROLOGY GRAND ROUNDS: Robert O. Messing, Neuro. & Gallo Ctr. S 664. 5 p.m.

13 Wednesday

PLASTIC SURGERY GRAND ROUNDS: *Craniofacial Anomalies.* Mahin Golabi, Ped. & Genetics. Toland Hall. 7-8 a.m.

SFGH ORTHOPEDIC SURGERY STAFF CONFERENCE. Rm. 5K8, SFGH. 7:30-9 a.m.

MULTIDISCIPLINARY TUMOR BOARD: M 1296. 7:30 a.m. Call coordinator Michele Hinojosa, x61662.

DERMATOLOGY CONFERENCE. HSW 301. 8 a.m.

BROWN BAG LECTURE SERIES: *Nutrition in Health.* Erica T. Goode, Med. HSW 300. Noon-1 p.m. Call x64394.*

PARNASSUS AL-ANON MEETING: For friends & families of alcoholics. C 517. Noon-1 p.m.*

PSYCHIATRY GRAND ROUNDS: *Psychoanalytic Psychotherapy with a Depressed Woman.* Jim Dimon, Psychr. LPPI Aud. 1-2 p.m.

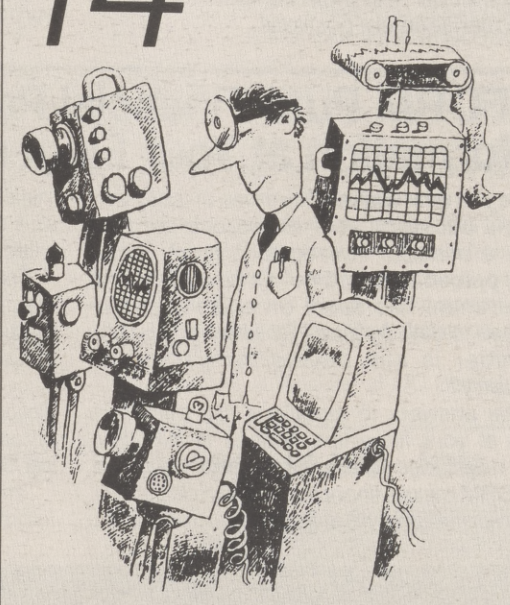
HEAD & NECK TUMOR CONFERENCE. A 723. 1 p.m.

SFGH GI-MEDICINE/SURGERY PATIENT CARE CONFERENCE. Rm. 4H2, SFGH. 4:30 p.m.

HISTORY BEGINS

SAN FRANCISCO HISTORY CLASS: *SF from the 18th Century to the Present.* First of a series of free weekly classes by historian Charles Fracchia sponsored by SF Historical Society. Through Dec. 13. Toland Hall. 7:30-9:30 p.m. Call 567-2725 for further information.*

14 Thursday



PRESIDENTIAL CHAIR'S BRAVE NEW WORLD

MEDICINE GRAND ROUNDS: *The Brave New World of Health Care.* UC Presidential Chair Richard D. Lamm, Leo Block Fellow, Ctr. for Public Policy & Contemporary Issues, U Denver. Toland Hall. 8 a.m.

SFGH NEUROLOGY-NEUROSURGERY CONFERENCE. Rm. 4H2, SFGH. 8-9 a.m.

PEDIATRICS GRAND ROUNDS: *Foster Children: Last in Line.* Edward L. Shore, Kaiser Fdtn. S 664. 8:30-9:30 a.m.

OPHTHALMOLOGY GRAND ROUNDS: *Controversies in Optic Neuritis: Is a National Trial Indicated?* William Hoyt, Oph. & Neurosurg.; Barrett Katz, Oph., Pacific Presby. Med. Ctr. Preceded by case presentations: *Retina.* S 214. 8:30-10 a.m.

SFGH TRAUMA CENTER CONFERENCE. Rm. 4H2, SFGH. 9-10 a.m.

OCCUPATIONAL & ENVIRONMENTAL MEDICINE GRAND ROUNDS: *Carpal Tunnel Syndrome in Grocery Store Workers: A Medical & Neurodiagnostic Survey.* Ana Osorio, CA Dept. Hlth. SFGH Bldg. 30, 5th fl. 9:15-10:45 a.m.

PRIMARY CARE LECTURE SERIES: *Ambulatory Assessment & Management of Hypertension.* Dorothee Perloff, Med. A 455. 10 a.m.-noon.

PEDIATRIC TUMOR BOARD. L 34. 11 a.m.-12:15 p.m.

GERIATRIC GRAND ROUNDS: *Sleep Disorders in Aging.* George Goodstein, Med., Lakeside Towers Hlth. Ctr., Mount Zion. Herbst Hall, Mount Zion. Noon-1 p.m.

SCIENCE WRITING CLINIC: Drop-in help with writing problems & publishing questions. Sponsored by Biomedical Editors' Group. N 417. Noon-1 p.m. For more information call Evangaline Leash, x61503.

DENTAL DEAN'S SEMINAR

Forensic Odontology. Gosta Gustafson, Odont., U Lund, Sweden. C 701. 12:30-1:45 p.m.

NEURO-ONCOLOGY TUMOR BOARD. L 34. 1:30 p.m.

CLINICAL ONCOLOGY CONFERENCE. M 1296. 2 p.m.

CRI HEMATOLOGY/ONCOLOGY GRAND ROUNDS: Jose Lopez, Med. M 1296. 3 p.m.

MEDICINE/SURGERY ADULT CARDIAC CATHETERIZATION CONFERENCE. L 1361. 4-6 p.m.

ORTHOPEDIC SURGERY STAFF CONFERENCE. A 630. 4-5 p.m.

PRIMARY CARE GRAND ROUNDS: *National Health Insurance & the Problems of American Medicine.* Tom Bodenheimer, Fam. & Comm. Med. A 455. 4:30 p.m.

RADIATION ONCOLOGY GRAND ROUNDS: *The Fractionation & Volume of Radiation Injury in Normal Tissues.* Theodore L. Phillips, Rad. Onc. L 34. 5 p.m.

UCSF ORCHESTRA'S FIRST FALL CONCERT

Handel's *Water Music*, Wagner's *Siegfried's Idyll*, Haydn's *"Farewell" Symphony #45 in F-Sharp Minor*. Conducted by Jonathan Davis. Cole Hall. 5:45 p.m. Students free, $3 for non-students.*

ALCOHOLICS ANONYMOUS MEETING: All are invited. LPPI A 222. 6 p.m.*

COMMUNITY HEALTH TALK: *Lyme Disease: What To Do When the Tick Bites.* Robert J. Werra, Fam. & Comm. Med. & No. CA Lyme Disease Study. UCSF Laurel Heights. 7-8:30 p.m. Free parking available.*

15 Friday

SFGH MAXILLOFACIAL TRAUMA CONFERENCE. Rm. 4H4, SFGH. 7-7:30 a.m.

REPRODUCTIVE BIOLOGY SEMINAR. M 1486. Noon.

PATHS OF HEALING & WHOLENESS SEMINAR: *The Practice of Spiritual Discipline for Total Health.* Reverend Martinez. N 517. Noon.*

ALCOHOLICS ANONYMOUS MEETING: All are invited. HSE 336. Noon-1 p.m.*

DEVELOPMENT & TRAINING

For further information call x64032.

Supervising in the Workplace: Managing Employees with Problems. Wed., Sept. 20. 8:30 a.m.-noon. $10.

Vendor Payments. Tues., Sept. 26. 8:30 a.m.-noon. $10.

Communication with Confidence: A Workshop for Non-Managers. Wed., Sept. 27. 9 a.m.-4:30 p.m. $20.

Materiel Management Workshop. Thurs. & Fri., Sept. 28 & 29. 8:30 a.m.-12:30 p.m. $15.

CONTINUING EDUCATION

MEDICINE

Primary Care Medicine Priniciples & Practice. Portman Hotel, SF. Sept. 13-15. Call x65808.

Modern Approaches to Allergy & Clinical Immunology. Stanford Court Hotel, SF. Sept. 21-22. Call x65808.

Pulmonary Critical Care Medicine. Ramada Renaissance Hotel, SF. Oct. 19. Call x64251.

Topics in Emergency Medicine. Holiday Inn Union Square, SF. Oct. 30-Nov. 4. Call x65808.

Current Topics in Occupational Medicine. Cathedral Hill Hotel, SF. Oct. 30-Nov. 3. Call x65808.

DENTISTRY

For further information call x61101.

Current Concepts in the Management of Periodontitis. UCSF Laurel Heights. Sept. 16.

Problem Solving in Fixed Prosthodontics. Stockton Hilton. Sept. 21.

Oral Medicine Update: Selected Topics in Oral Oncology. C 701. Sept. 23.

Overview of Orthodontics for the General Practitioner. C 701. Oct. 13.

Solutions to Complex Restorative Problems Using Fixed & Osseointegrated Implants. C 701. Oct. 28.

AIDS/ARC/HIV+ SUPPORT

Anonymous & confidential caring, support & training for people with AIDS or ARC, those who have tested HIV positive and others affected by the epidemic. Sponsored by UCSF AIDS Health Project. Call x66430.*

Individual Risk Assessment & Referrals. By appointment.

Facilitated 8-week Groups. For anyone affected, at risk or infected.

Drop-in Group for the Recently Tested.

Weekly Support Group for UCSF Employees. Tuesdays at noon. Call facilitators Marty Kortebein or Bruce Flynn, x62621.

Positives Being Positive. Support groups in the community meet regularly. Call x63902.

Caregiver Training. Caring & self-caring skills for professionals & volunteers. Call x66430 for information.

Living with HIV. Public forums every-other month.

WOMEN'S GROUPS

Ongoing noontime drop-in groups for women working or studying at UCSF. Sponsored by UCSF Women's Resource Center unless otherwise noted. Call x65836.

General Women's Support Group. SFGH Rm. 7E-2. Call Joanne Wile, 821-8391.

Women of Size Support Group. N 527. Second Mon. of each month.

Such a Group! Jewish Women's Discussion Group. A 326. Tues., Sept. 5 & every other Tues.

Lesbian Lunch Group. C 213. First & third Mon. of each month.

Latin Women Coalition. C 130. Last Wed. of each month.

Circle of Sisters. Black women's group. C 130. First & third Fri. of each month.

Working Mothers Support Group. For mothers at UCSF with children 18 months or younger. L 192. Every Tues. Sponsored by Faculty, Staff & Student Assistance Program. For more information call Nicole Child, x68900 or Emanuelle Gomez, x68279.

RAPE PREVENTION

Classes, workshops & support groups sponsored by UCSF Rape Prevention Program. Call x65222 for information & registration.

Self-Defense Classes For Children & Adolescents. Lucia Child Care Study Center. 610 Parnassus. Ages 7-10: 10 a.m.-noon. Ages 11-14, 1-3 p.m. Sat., Sept. 9, 16 & 23. $30 for all three sessions.

Personal Safety & Assault Prevention Presentations. By appointment to campus departments & employees in the workplace.

Support Group for Sexual Assault Survivors. Five consecutive weekly sessions, 5-6:30 p.m. on a day to be arranged. $5-$40 sliding scale.

CRIME PREVENTION

Presented by UCSF Police Department Crime Prevention Program. Call x65683 for information & reservations.

Crime Prevention Presentations. By appointment to campus departments & employees in the workplace.

Tear Gas Classes. Department of Justice certified. Personnel Conference Rm., 1350-7th Ave. Wed., Sept. 20, 6-9 p.m. Sat., Oct. 28, 9 a.m.-noon. $12. Pre-registration required.*

CPR TRAINING

Basic CPR. A 3-4 hour course in basic cardiopulmonary resuscitation sponsored by the UCSF CPR Center. N 229. 9 a.m. Sept. 8 & 30, Oct. 7 & 20. $20. For information & registration call x61817.*

CPR Road Show. Traveling CPR instruction by volunteer instructors sponsored by the UCSF Center for Pre-Hospital Research & Training. For more information call Denise, x65802.*

PRONUNCIATION CLASS

Improve Your English Pronunciation. A 10-week course for non-native speakers of English sponsored by the UCSF Audiology and Speech Clinic. Small group discussions & individual teaching. $650. Groups rates available. Call Alicia Henderson, x65101.

MELVYL/MEDLINE

MELVYL/MEDLINE is now available, at no cost, to UCSF faculty, students & staff from any location, including offices, labs & hospitals, that will connect with campus Ethernet or a terminal with modem, as well as from the library terminals. UCSF Library offers frequent seminars on MELVYL/MEDLINE searching techniques, as well as written guides & personal assistance. For further information call the Reference Desk, x62337.

Benefits/Personnel

Hello, Hello, Hello

Who's greeting whom here? This was taken at a reception earlier this month to officially welcome to campus Bruce Spaulding, Brent Stevenson and David Ernst (lined up on the left, front to back). Spaulding is vice chancellor for University Advancement & Planning, Stevenson is vice chancellor for Business & Fiscal Services, Ernst is assistant vice chancellor for Information Systems. They are welcoming to the reception (lined up on the right, back to front) Resource Management & Planning's Trent Spralding, Audit Services' Nat Suelzle and Budget's Christine Leigh-Taylor.

How Are the Funds Performing?

For those invested in the 403(b) Plan and the After-tax Plan, here are the latest unit values and monthly factors (as of July 31). If you have questions, please call x69256.

	Monthly Factor	Current Rate
Savings	.0070	8.19%
Money Market	.0073	8.62%
GIC	.0075	8.83%

	Unit Value	1-Month Change	12-Month Change
Bond	$38.66	2.6%	23.90%
Equity	$63.08	8.5%	26.95%

Med Center Offers Management Internships for Minorities, Underrepresented Groups

Do you have the feeling you are management material, but you don't feel you have the qualifications or experience to get a job in management—or even the opportunity to *earn* the qualifications?

Then take note: The Medical Center has a new affirmative action program offering healthcare management internships to selected individuals from underrepresented groups.

This is a six- to twelve-month internship under the guidance and mentorship of a senior administrator. Interns will take part in planning and operational meetings, work on projects with his or her preceptor, and carry out specific tasks and responsibilities associated with the operation of the Medical Center.

In general, interns will learn and practice skills that will help them compete for healthcare management positions.

The criteria for eligibility include:

- Candidate must be a career employee at A&PS II or equivalent level who has worked at UCSF for at least three years.
- Confirmation from the candidate's supervisor that he or she may return to current position at conclusion of internship.

For a detailed flyer on the program and the application process, call Susan Semonoff, x63013.

Faculty Pay Increase

The UC Board of Regents approved a 4.7 percent pay increase for faculty, effective January 1, 1990, exclusive of merits and promotions. The pay raise is competitive with the eight other institutions across the country that are regularly used by UC for comparison purposes.

INFORM Puts Financial/Payroll/Personnel Information at Your Fingertips

Have you ever wished there was an easy way to find out which staff employees are paid from a principal investigator's grant and at what percentages of time? Or how much your department has spent on equipment purchases to date by fund? Or whether a faculty member is still paying for parking at Millberry?

The answers to questions like these are now at your fingertips, thanks to INFORM, the new accounting information system. INFORM makes financial and payroll/personnel information available to departmental administrators, financial and payroll specialists and to units with campuswide responsibilities, such as the Benefits Office.

The new system, which runs on the UCSF mainframe computer, was developed jointly by the Accounting Office, Administrative Infomation Systems and the Computer Center. Access to INFORM, which must be authorized by a department's chief administrative officer, is coordinated through the Accounting Office.

Training classes are now being offered. For information, contact Liz Velarde at x69641.

Jobs

The Personnel Department, located at 1350 Seventh Avenue, is open to receive applications every weekday from 8 a.m. to 5 p.m. with extended hours on Wednesdays, 8 a.m. to 6:30 p.m. Details of jobs listed below are available in the UCSF Employment Opportunities Flyer. Copies are distributed campuswide and also are posted at the Personnel Office and on the second floor of Moffitt Hospital, near room M 285, west of the cafeteria. All jobs are open until filed unless otherwise noted.

Key to union codes:

AFSCME: CX—Clerical and Allied Services
EX—Patient Care Technical
SX—Service
CNA NX—Registered Nurses

Sciences & Laboratory

Staff Research Associate II. CVRI. #M-C69693. $2,250-$3,375. Filing Deadline: 8/30/89.

Staff Research Associate II. Laboratory Medicine. #M-C66404. $2,250-$3,375. Filing Deadline: 8/30/89.

Staff Research Associate I or II. Medicine, Nephrology, SFGH. #M-C66551. $1,987-$2,380 or $2,117-$3,175. Open Until Filled.

Staff Research Associate I. Neurology, Gallo Center, SFGH. #M-C55510. $1,987-$2,380. Filing Deadline: 8/30/89.

Staff Research Associate I. Radiology. #M-C48303. $1,987-$2,380. Filing Deadline: 8/30/89.

Laboratory Assistant III. Neurosurgery, SFGH. #M-L61851. $1,907-$2,271. Filing Deadline: 8/30/89.

Staff Research Associate I. Microbiology & Immunology. #M-C41978. $11.42-$13.68. Filing Deadline: 8/30/89.

Laboratory Helper. Neurosurgery. #M-L61850. $7.34-$8.47.

Communications

Program Representative II. Psychiatry, AIDS Health Project, 1855 Folsom St. #V-W61975. $2,168-$2,606. Filing Deadline: 8/30/89.

Academic

The Senior Vice Chancellor for Academic Affairs distributes an Academic Employment Opportunities Bulletin on a monthly basis to all UCSF departments. You may obtain a complete description of open academic positions from Academic Affairs, Room U 162, x62529. Positions are located on the Parnassus campus unless otherwise noted.

Assistant Adjunct Professor. Magnetic Resonance Spectroscopy Laboratory, Radiology. #M906.

Associate/Full Professor in Residence. Radiology, SFGH. #M907.

Assistant Professor in Residence. Pulmonary Division, Pediatrics. #M908.

Assistant Clinical Professor. Family & Community Medicine, SFGH. #M909.

Assistant/Associate Professor in Residence. Radiology. #M910.

Assistant/Associate Professor in Residence. Division of Nephrology, Pediatrics. #M911.

Assistant/Associate Professor in Residence. Radiology. #M912.

Assistant/Associate Clinical Professor/Professor in Residence. Anesthesia. #M913. Eight positions.

Assistant/Associate Professor/Professor in Residence. Radiation Oncology Research Laboratory, Radiation Oncology. #M914.

Assistant Professor in Residence. Bone Marrow Transplant Program, Oncology Division, Pediatrics. #M915.

Assistant Professor in Residence. Infectious Disease Division, Medicine. SFGH. #M916.

Assistant Research Molecular Biologist. Biochemistry & Biophysics. #M917.

Assistant Professor in Residence. Osteoporosis Research Group, Radiology. #M918.

Associate Professor. Autopsy Service, Pathology. #M919.

Assistant/Associate Clinical Professor or Professor in Residence. Pathology, SFGH. #M920.

Assistant Professor in Residence. Pulmonary Division, Medicine. #M921.

Clinical Instructor. Pediatric Urology Service, Urology. #M922.

Associate Professor/Professor. Division of Surgical Pathology, Pathology. #M923.

Assistant Research Nurse. Physiological Nursing. #N133.

Engineering

Senior Environmental Health & Safety Technologist. Environmental Health & Safety. #V-S62915. $3,625-$5,442.

Associate Environmental Health & Safety Technologist. Environmental Health & Safety. #V-S62916. $3,000-$4,492.

Associate Environmental Health & Safety Technologist. Environmental Health & Safety. #V-S62919. $3,000-$4,492.

Environmental Health & Safety Technician. Environmental Health & Safety. #V-S62918. $1,907-$2,271.

Psychiatric Nursing

For more information on these jobs call Judith Rowe, x67360.

Clinical Nurse V. LPPI Behavioral Neuroscience Service.

Clinical Nurse III. LPPI Behavioral Neuroscience Service. $3134-$3881/mo.

Clinical Nurse III. LPPI Children's Unit. $3134-$3881/mo.

EMPACT!

UCSF Picnic at Marine World Africa USA

Next Sunday, September 3, EMPACT! is sponsoring a family picnic at Marine World Africa USA. For $14.50 ($11.50 for children or free for age three and under), you get admission to all shows and exhibits, an all-you-can-eat BBQ hot dog buffet, three hours of unlimited soft drinks and beer, door prizes and games. If you've never been to Marine World Africa USA, sounds like this is the time to go. You must buy your tickets in advance—they'll be on sale through next Friday, September 1, at the EMPACT! ticket table in the Medical Sciences lobby. (The ticket table is available Monday, Wednesday and Friday from 11 a.m. to 1 p.m.) Or mail your ticket order form and check to EMPACT!, Box 0234A. For forms and information, call x66932.

More items on EMPACT! Agenda: (Tickets for all events available at EMPACT! table—see above—or call x66932.)

- **"East Meets West" Art Show and Cocktail Party,** featuring works of John Lennon and Hisashi Otsuka, including a rare personal appearance by Otsuka. Wednesday, August 30 through Saturday, September 2, 5 to 11 p.m. each day at Fine Art Center, Howard and 11th Streets. Koto music, hors d'oeuvres, creative attire. Benefit for EMPACT! and several community organizations. General admission $15; $35 admission includes signed Otsuka poster ($100 value).
- **UCSF Day at Bay Meadows,** Saturday, September 23. $27 tickets include entry to the Turf Club Terrace, where you can watch from big windows or on closed-circuit TV, a buffet lunch, and a photograph of you and your friends. Also, one of the races will be named after UCSF.
- **Salmon Fishing on the "Wacky Jacky,"** Saturday, October 21. Last time EMPACT! sponsored a salmon fishing trip on the "Wacky Jacky" everybody caught their limits—great big salmon—in no time! Cost: $44.
- **Join the UCSF Bowling Club!** Right now it's a club, but if we get a few more teams, it could turn into the UCSF Bowling League. Club Bowls every Thursday at 5:55 p.m. at Japantown Bowl. Call Shirley Hamilton at x3860 for more information.

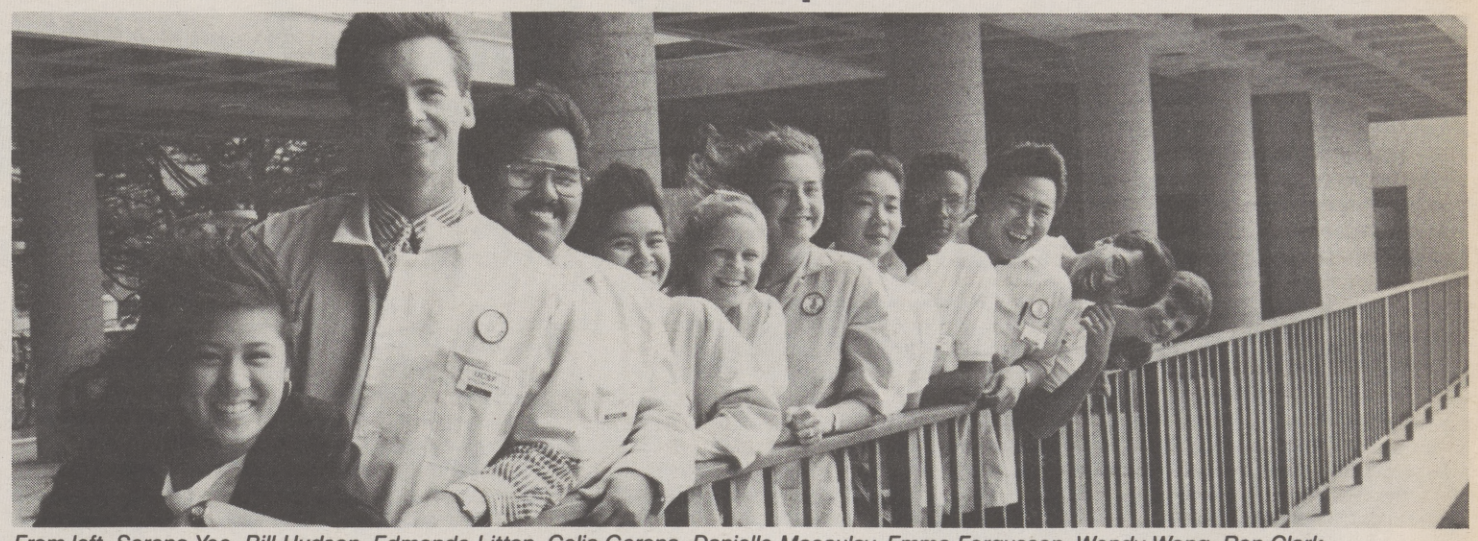
Medsounds Continued

Can You Find Your Summer Student Volunteer in this Line-up?

This summer our volunteer force swelled by more than 160 as college, high school and junior high students signed on to work in departments throughout the hospital.

"It's a great group," says Vicki Kleeman, assistant director of Volunteer Services and coordinator of the summer student program. "I sincerely hope each one is enjoying his or her assignment and feels the appreciation from the Volunteer Office and the various departments."

As is tradition, certain individuals have been named "Exceptional Summer Student Volunteers" and were honored at a reception on August 17. See if a volunteer in your department is one of the honored ones:



From left, Serena Yee, Bill Hudson, Edmondo Litton, Celia Gerona, Danielle Macaulay, Emma Fergusson, Wendy Wong, Ron Clark, Frank Hsiao, Joel Arpilleda, and Volunteer Services' Vicki Kleeman.

- **Emma Fergusson,** a resident of London, England, says she came to San Francisco during summer vacation "so she could volunteer at UCSF." Emma, who volunteers on 8 Moffitt nursing, just graduated from St. Paul's Girls School and hopes to attend Cambridge to study medicine.
- **Danielle Macaulay,** the daughter of Nursing Administration's Kathy Macaulay, is one of the youngest junior volunteers and also one of the most enthusiastic. "She's the one who always says 'Sure' when you ask her to do something," says Vicki. Danielle volunteers in five different areas: the gift shop, the gift cart, book cart, the volunteer office and patient mail.
- **Wendy Wong**, a junior at Lowell High School, works here four days a week, dividing her time between 6 Long nursing and the patient mail service. It was a little scary at first, she said, but as soon as she saw she could have an impact on a patient's well-being, she realized the importance of the work and forgot the fright.
- **Frank Hsiao,** a UC Davis biochemistry student, volunteers in Emergency, OR and the craft cart. "Frank's warmth and friendliness," says Vicki, "make you appreciate that simple gestures can most often have the greatest impact."
- **Serena Yee**, a student at UC Davis who's described as "effervescent," volunteers on 12 Long every Monday, Wednesday and Friday. She says she loves it. The staff says they love her. That about says it.
- **Ron Clark**, a student at St. Ignatius College Prep, was "interested in how a hospital really runs," and decided that "volunteering was the perfect summer work." He chose the information desk. They find him perfect.
- **Celia Gerona,** a student at UC Berkeley, also hopes to study medicine. A volunteer on 9 Long, Celia was described in a Thumbs Up note as being "better than gold." The patient wrote, "I wish I could take her home."
- **Bill Hudson,** a pre-med student who volunteers on 12 Long, not only plans to continue in the fall but to increase his hours. Praised by his supervisor Deanna Sheeley for his enthusiasm, Bill praises the Med Center for "its wealth of fine minds."
- **Edmundo Litton** just received his master's from Georgetown University and will start teaching this fall, but he's changing his volunteer day to Sunday so he can continue here. Edmundo volunteers in the Admitting Department, where, according to supervisor Deborah Phillips, "He has a wonderful way of interacting with patients."
- **Joel Arpilleda,** a pre-med student at UC Davis, volunteers with the Child Care Study Center, 12 Long and the craft cart. He hopes volunteering will help him in selecting a medical specialty.

Vicki says she'd also like to thank some of the people who helped with the summer program in the interviewing process, orientation, training, scheduling and otherwise: Volunteers Hilsa Ayonayon, Syd and Milly Gilchrist and Joya Firenze; OR's Michael Coker; Emergency's Roy Smalley and Victoria Freeman; and Nursing Education's Jim Stotts, Cathy Rickard, Estrella Manio, Mimi Monohan and Marilyn Jordan.

Dialysis Tech Takes ACC Management Job

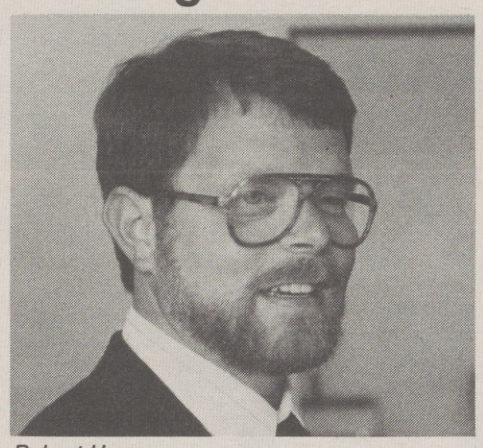
If in the past you were acquainted with Robert Hunn as the chief technician in the inpatient dialysis unit, next time you run into him, you'll find he's now the building services manager in the Ambulatory Care Center.

To save Robert from having to answer too many questions on how one makes the transition from the dialysis unit to ACC administration, we'll help him out a bit here.

"Dialysis technician" turns out to be a narrow description of his activities over the past 15 years. During this time he helped run a private dialysis facility in Napa, helped set up the only public dialysis facility in El Salvador, and helped upgrade our own inpatient dialysis unit here at the Medical Center, where he worked for three years prior to this new appointment.

During this time he also got his bachelor's and master's in Business and Health Administration from Sonoma State, got married, bought a house in Mill Valley and won the lottery, somewhat in that order. (His lottery win was covered in the *UCSF Journal*.)

Thus, the move from dialysis to ACC management is a logical progression. He'd just about "maxed out" in the dialysis field, his education and experience had prepared him for management, and he was looking for an opportunity. With Robert's arrival, the ACC administrative staff—which has been somewhat in flux—has arrived at a full complement once again.



Robert Hunn

Within the last couple of years, a new administrator, Wayne Taylor, came on board to fill a long-standing vacancy. He created a new position, assistant administrator, which was filled by former Pew management fellow Phil Yamahiro. Meanwhile, former building manager Bob McMullen moved away, whose place Robert has taken.

On the nursing end, director Lois McGrath and assistant director Betty Wimberly recently were joined by Bill Harris, the former head nurse in Emergency. Bill took Joan Hankin's place as assistant director when Joan took a position in Planning and Marketing.

How Now, a Horse in the Hospital?

It was just a very small horse—the smallest horse in the world, in fact—and exceedingly well-mannered as it went from room to room visiting young patients.

Still, were people not totally abashed to see such a sight in the hospital?

Not really. You never know what kind of critter will show up next in the animal assisted therapy program.

The idea for the horse visit began when B.J. Kalinski, who raises miniature horses on her ranch in Petaluma, saw an item in the Chronicle about cats and dogs visiting patients here at the Medical Center. She called Debra Fila and proposed the idea of bringing a horse.

Debra, as you may know, is the former head nurse on 7 Long who worked out a program with the SPCA to bring in animals to visit adult patients. (Such a program had already existed for pediatric patients.) Debra has since left to begin her own "Institute of Animal Assisted Therapy," but remains active as a volunteer with our program here.

In any case, B.J. Kalinski said she had a 25-inch tall horse named Laddie she'd like to bring to visit the kids. The horse, which is listed in the *Guinness Book of World Records* as the smallest horse in the world, had already visited some nursing homes without causing any disturbances. In fact, the patients loved it.

After some fairly elaborate arrangement-making, Laddie finally was able to make his visit here recently, entertaining children in pediatrics and the pediatric ICU. There was a pajama party in the playroom, and those who couldn't make it got a personal visit in his or her room.

And yes, the horse made a hit. "The nurses commented that for some of the children, especially the oncology patients, the horse seemed to generate the first spark of enthusiasm or motivation they had seen," says Debra.

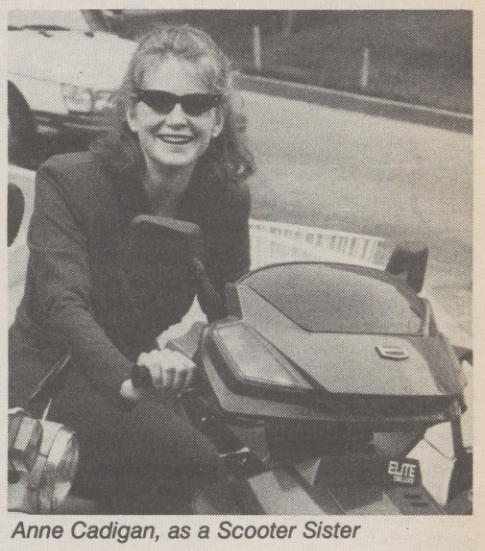
Before we leave this subject, perhaps you would be interested in Debra's activities since she left 7 Long. She recently was appointed to the SF Commission on Animal Control and Welfare, and next month she's traveling to Monaco as the US representative at the International Animal Conference sponsored by Prince Rainier and Francois Mitterand.

Anne Cadigan Takes Off Into the Future

If you don't remember Anne Cadigan as one of the famous Scooter Sisters (she and Michelle Johnson offered scooter rides as a prize in last year's United Way raffle), then maybe you remember her as interim manager of Pathology, or interim co-manager of Emergency Transport, or as a participant in the development of the pediatric rehab program, or as one of the numerous other roles she filled during her two-year tenure at the Medical Center as a management fellow.

Her fellowship came to an end in July, and now she's gone. Fortunately, she didn't go far, in case you didn't get the chance to say good-bye and wish her well. She's right up the hill at Laguna Honda Hospital working with administrator Tony Wagner for the next couple of months.

After that, Boston is beckoning. She originally came here from the East Coast, from Yale actually, where she earned her Master's in Public Health and then worked planning outpatient programs. Now she's going back East again to pursue career plans. She mentioned something else about Boston, come to think of it. Oh, right—a wedding.



Anne Cadigan, as a Scooter Sister

P.S. Meanwhile, another management fellow has arrived (we take on one each year for a two-year fellowship). Her name is Lucy Sponslor, and we'll catch up with her soon and introduce her publicly.

Laddie, accompanied by Child Life Services' Joan Kazerounian (left) and Debra Fila

UCSF Medsounds

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Everyone Who Worked on the Birth Center, Please Stand & Take a Bow

Among the Birth Center visitors were quite a few expectant moms. These two, in fact, expect to be among the first to deliver in the new Center: Ruth Young (right), the San Francisco author of 15 children's books and a volunteer in our special care nursery; and her doctor Nancy Milliken, one of six associates in our Ob/Gyn faculty practice.

After three separate opening receptions, hopefully you were among the hundreds of staff members, doctors, patients, neighbors and people from the community who made it up to the 15th floor of Long Hospital to take a look at the new Birth Center.

Pretty nice, yes? Someone said, "This is much better than a luxury hotel downtown, and you get a baby with it." One thing's for sure, these certainly don't look like hospital rooms—what with the French Provincial sitting areas, stuffed sofas, window treatments, console TVs, Jacuzzis in the baths and stocked refrigerators. And if those panoramic views of San Francisco don't provide some diversion from labor pains, then nothing in the world can.

A lot of people worked a long time to make this happen, including Administration's Maggie Bryan, who literally has worked years on the negotiations with Mount Zion. (The Birth Center will be the site for inpatient care, including all deliveries, in the UCSF-Mount Zion Joint Perinatal Program.) Other people we could mention include head nurse Catherine Wittenberg and her staff, assistant director of nursing Sue Flanagan, architect Suheyl Atil, Facility Planning's Kirby Maples, Joyce Terrien and Cindy Lima; Planning and Marketing's Jackie Jew, Eva Lee and Liz Terra; Administration's Teru Hirano and, of course, caterer Susan Klugerman and her staff.

As these enormous projects go, however, no matter how long and hard everybody works, it's still nearly impossible to get it finished by the projected opening date. If you had looked at 15 Long a week before the first opening reception—no, even a *day* before the opening—you would have thought, "My goodness, are they going to make it in time? There's still a lot to do here."

Well, they did make it—but only because a band of people from Environmental Services and Hospital Transport worked day and night to get it ready. Thus, there are some people to thank from these departments. From Environmental Services: Supervisors Henry Ho and Carl Bridges, Carmen Arias, Efren Basas, Michael Bolton, Jose Cachapero, Stan Crowther, Aurora Cruz, Sonnia Diestra, Virgi Gamana, Gloria Hall, Jonas Joseph, Cecelia Kantere, James La Fleur, Myrtle Miller, Florante Murillo, Leopoldo Ocampo, Lillian Parada, Charles Parker, Lawrence Redmond, Norma Segovia, Vernon Stevens, Jorge Ubico, Wiliam Wyatt and Beatriz Zanaca.

And from Transport: Alton Simond, Lat Latimore, Joe Phillips, Fred Hunt and Joe Eschevar.

If You See Any Scrub Suits Walking Out the Door, Give 'Em the Evil Eye!

From outward appearances, the response to the recent "Linen Awareness Week" sponsored by the Medical Center was not that encouraging.

For instance, a flyer was circulated urging people to return stray scrub suits, towels and other UCSF linen, no questions asked. Ten bins were placed in various locations around the campus and Medical Center for this purpose.

"When we went to pick up the bins at the end of the week," says the Laundry's Charles Henry, "not only were there very few items returned, but there were six bins missing as well." In the four remaining bins were a total of four returned sets of scrubs. And a lot of garbage.

"Frankly, we didn't expect to have any lines forming at the bins," says Charles. "We just wanted to get people thinking." And maybe they did.

For instance, during the campaign, one fellow called and said he and his colleagues wanted to know if "Linen Week" was some kind of joke.

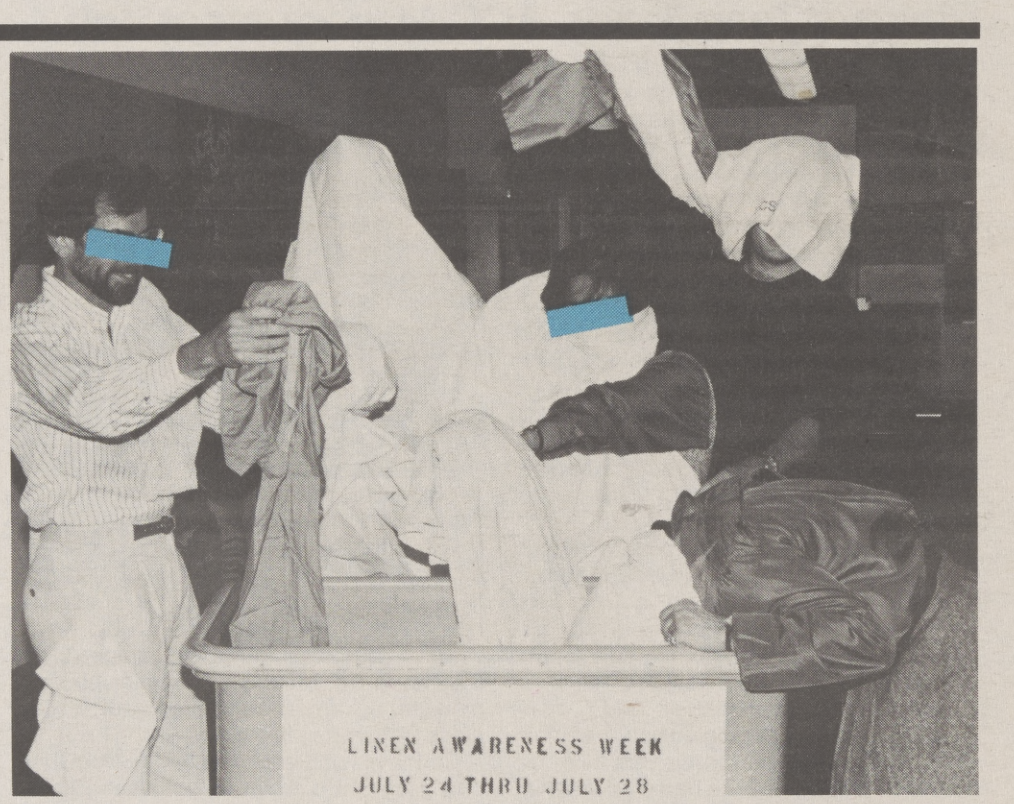
"We have so many special interest 'weeks' around here, we thought maybe we're supposed to celebrate linen this week," he said. "And maybe next week will be 'Cotton Week,' and the next 'Polyester Week.'"

After the purpose of the campaign was explained to him, not only was he interested, but he also had suggestions for regulating the distribution and recall of scrubs and other linen—and subsequently forwarded his ideas to Charles and Environmental Services' Dorothy Berryman, both members of the recently formed Linen Awareness Committee.

July's "Linen Awareness Week" won't be the last you'll hear from the Committee. Faced with such monumental replacement costs — last year's was $432,000!—they're planning a continued campaign to spread the word on proper linen use.

If their various "awareness" efforts don't work, more tangible regulation may be put into place. Meanwhile, if you see any scrub suits walking out of the hospital, give 'em the evil eye!

P.S. If you have any of your own ideas for conserving linen, contact the Laundry's Jim McCullough or Charles Henry, x61301. Your ideas will be brought before the Committee.



This is what was supposed to happen during "Linen Awareness Week"—lots of enthusiastic people anonymously returning borrowed items. (It didn't happen.) Many people did, however, visit the exhibit in the Medical Science lobby and enter the contests. Med student Roger Espiritu won the "Guess the Cost of the Linen in the Bin" contest. The correct amount was $1,733; he guessed $1,500, and won dinner for two in North Beach. The raffle prize winners included volunteer Marlene Johnson, visitor Pat Goni, microsurgery fellow Oscar Aponte and Mailing's Kerry Johnson. They all got Giants or A's tickets.

Director's Cup Sign-up Deadline September 1

If your department is planning to take away the Director's Cup from Medical Records (volleyball) or Nutrition and Dietetics (softball), your entry form should arrive at Box 0212 (Nutrition and Dietetics) by next Friday, September 1.

If your department did not get an entry form, call Maria Reyes at x61461. Nutrition and Dietetics' Leon King is chair of the games committee again this year.

The competition, from preliminaries to finals, takes place on Saturday, September 16, from 9 a.m. to 5 p.m. at Crocker Amazon Park, off Geneva next to McLaren Park.

Usually the Director's Cup competition takes place as a part of the Medical Center picnic. Since there won't be a picnic this year (because of the campus 125th celebration), the tournament will be held separately.

If you're planning to compete, there are a few things to keep in mind:

- Teams are open to Medical Center employees and their immediate family members.
- If you're in it for the winning, you should plan to stay the whole day.
- Refreshments and food will be provided.
- After the preliminary rounds, fields should be available for pick-up games.

Your Artwork Needed

The Auxiliary is soliciting donations for a one-day art sale here on campus, scheduled for November 15. Please call the Auxiliary Office at x64906 if you have something to contribute.

Urgent Call for Platelets!

The Blood Donor Center has put out a special call for platelet donations now through the first week of September.

"Every time we have a holiday we practically run out of platelets," says Donor Center manager Peggy Cannon, explaining that platelets have a shelf life of only five days. "It seems that before, during and after holidays, donations go way down."

In anticipation of the Labor Day holiday, therefore, they're trying to line up as many donors as possible for the next couple of weeks.

Those who donate during this time will even get a gift in return—one of the Center's gorgeous new floral posters.

Platelet donation takes about two hours. Because only the platelets are removed from the blood—and platelets are quickly replaced—it is possible to donate as often as every 72 hours. The Blood Donor Center is open Monday through Friday from 10 a.m. to 8 p.m. and Saturday from 10 a.m. to 3 p.m. Please call x66989 to make an appointment.

In This Issue

- **Win a Trip to Hawaii!** Volunteer for the 125th party before September 5. See page two.
- **Hanover Runners debut 125th anniversary T-shirts,** see page one.
- **Teach/learn CPR on Save-a-Life Saturday,** see page two.
- **Campus Police have new blue uniforms**, see page two.

Wednesday, September 13, at 9 a.m.